SOLICITATION, OFFER, AND AWARD

1. Market	Page of Pages

2. Contract Number	3. Solicitation Number	4. Type of Solicitation	5. Date Issued	6. Requisition/Purchase Number
	POTO-2004-R-0028	☐ Sealed Bid (IFB) X GSA	4-Aug-04	

7. Issued By   Code   HA0

Office of Contracting and Procurement
441 4th Street, NW, Suite 930 South
Washington, DC 20001
(202) 727-2277

8. Address Offer To (If other than line 7)

NOTE: In sealed bid solicitations "Offer" and Offeror" means "Bid" and "Bidder"

SOLICITATION-

9. Sealed bid in original and   6   Copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried, in the

depository located in   441 4th Street, NW, Suite 703 South, Bid Counter, Washington, DC 20001   until   3:00 PM   local time   31-Aug-04
     (Hour)   (Date)

CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR Chapters 15 and 16 as applicable. All offers are subject to all terms and conditions contained in this solicitation.

10. For Information Contact	A. Name	B. Telephone (No Collect Calls)			C. E-mail Address
		(Area Code)	(Number)	(Ext)	
	Caseeda S. Moody	202	727-0121		caseeda.moody@dc.gov

11. Table of Contents

(X)	Section	Description	Pages	(X)	Section	Description	Pages
		PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES	
	A	Solicitation/Contract Form			I	Contract Clauses	
	B	Supplies or Services and Price/Cost				PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS	
	C	Description/Specifications/Work Statement			J	List of Attachments	
	D	Packaging and Marking				PART IV - REPRESENTATIONS AND INSTRUCTIONS	
	E	Inspection and Acceptance			K	Representations, Certifications and Other Statements of Offerors	
	F	Deliveries or Performance					
	G	Contract Administration Data			L	Instructions, Conditions & Notices to Offerors	
	H	Special Contract Requirements			M	Evaluation Factors for Award	

OFFER

12. In compliance with the above, the undersigned agrees, if this offer is accepted within   180   calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.

13. Discount for Prompt Payment	10 Calendar days %	20 Calendar days %	30 Calendar days %	___ Calendar days %

14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated):	Amendment Number	Date	Amendment Number	Date

15A. Name and Address of Offeror	Code _____ Facility _____ **This page is in lieu of Request for Task Order Proposals/ Offers for advertising purposes. Do not submit offers on this form. EMAIL caseeda.moody@dc.gov for the correct form to submit offers.**	16. Name and Title of Person Authorized to Sign Offer/Contract

15B. Telephone			15 C. Check if remittance address is different from above - enter address in Schedule Section K.	17. Signature	18. Offer Date
(Area Code)	(Number)	(Ext)			

AWARD (TO BE COMPLETED BY GOVERNMENT)

19. Accepted as to Items Numbered	20. Amount	21. Accounting and Appropriation

22	Award - DC OCP Form 201 not required	23. Submit Invoices to Address Shown In	Item
	Negotiated Agreement - DC OCP Form 201 must be executed	(2 copies unless otherwise specified)	

24. Administered By (If other than Item 7) Code _____	25. Reserved for future use

26. Name of Contracting Officer (Type or Print)	27. Government of the District of Columbia (Signature of Contracting Officer)	28. Award Date

SECTION B - SUPPLIES OR SERVICE AND PRICE

B.1   Government of the District of Columbia Office of Contracting and Procurement on behalf of the District of Columbia Office of Chief Technology Officer is seeking a contractor(s) to deliver a turnkey Motor Services Modernization Program (MSMP) system to support ticket processing. The complete operational applications system is referred to as the MSMP – One Done System. When implemented, this enterprise-wide system is intended to support the Department of Motor Vehicle's ticket processing, permitting, and registration activity.

B.1.1 The District contemplates award of a firm fixed-price contract in accordance with 27 DCMR – Chapter 24 Section 2402.3.

B.1.2 The District contemplates award of a contract for one (1) year base period and four, one-year option periods.

B.2   **SCHEDULE**

B.2.1. Each offeror must submit firm **fixed prices** for operation of the program at its facility and at the District's facility by CLIN (contract line item number) that it will be providing under this contract and insert into the Schedule (B-3.) below.

B.3   SERVICE / DESCRIPTION /PRICE

B.3.1. BASE PERIOD. The base year shall consist of system implementation and stabilization. Implementation shall be completed by May 1, 2005, with four (4) months of stabilization to total one year.

Contract Line Item No. CLIN)	Item Description	Price Per Month	Quantity Months	Total Price
Government Provided Space				
0001	Implementation and Stabilization of Motor Services Modernization Program (MSMP) (Refer to Section M.3.2.1.	$_____	**12**	$_____
Contractor Provided Space				
0002	Implementation and Stabilization of Motor Services Modernization Program (MSMP) Refer to Section M.3.2.1.	$_____	**12**	$_____

B.3.2. OPTION PERIOD 1.   Maintenance and Enhancements

Contract Line Item No. (CLIN)	Item Description	Price Per Month	Quantity Months	Total Price
Government Provided Space				
0001(OP1)	Maintenance and Enhancements of Motor Services Modernization Program (MSMP) Refer to Section F.2. Option Periods	$_____	12	$_____
Contractor Provided Space				
0002(OP1)	Maintenance and Enhancements of Motor Services Modernization Program (MSMP) Refer to Section F.2. Option Periods	$_____	12	$_____

B.3.3. OPTION PERIOD 2.   Maintenance and Enhancements

Contract Line Item No. (CLIN)	Item Description	Price Per Month	Quantity Months	Total Price
Government Provided Space				
0001(OP2)	Maintenance and Enhancements of Motor Services Modernization Program (MSMP) Refer to Section F.2. Option Periods	$_____	12	$_____
Contractor Provided Space				
0002(OP2)	Maintenance and Enhancements of Motor Services Modernization Program (MSMP) Refer to Section F.2. Option Periods	$_____	12	$_____

B.3.4. OPTION PERIOD 3.   Maintenance and Enhancements

Contract Line Item No. (CLIN)	Item Description	Price Per Month	Quantity Months	Total Price
Government Provided Space				
0001(OP3)	Maintenance and Enhancements of Motor Services Modernization Program (MSMP) Refer to Section F.2. Option Periods	$_____	12	$_____
Contractor Provided Space				
0002(OP3)	Maintenance and Enhancements of Motor Services Modernization Program (MSMP) Refer to Section F.2. Option Periods	$_____	12	$_____

B.3.5. **OPTION PERIOD 4.** **Maintenance and Enhancements**

Contract Line Item No. (CLIN)	Item Description	Price Per Month	Quantity Months	Total Price
Government Provided Space				
0001(OP4)	Maintenance and Enhancements of Motor Services Modernization Program (MSMP) Refer to Section F.2. Option Periods	$_____	12	$_____
Contractor Provided Space				
0002(OP4)	Maintenance and Enhancements of Motor Services Modernization Program (MSMP) Refer to Section F.2. Option Periods	$_____	12	$_____

The contractor shall provide separate prices for government-provided space and for contractor-provided space for development life cycle.

B.4. ALTERNATE PROPOSALS / OFFERS

B.4.1 Alternate proposals/offers that contain technical solutions that deliver the functionality in Exhibit 6 will be accepted.

(See Section M, paragraph M.4. and Exhibit 6 for Evaluation Criteria for Alternate Proposals/Offers)

SECTION C – DESCRIPTION / SPECIFICATIONS / WORK STATEMENT

The selected contractor shall deliver and implement in the District of Columbia (DC) a complete ticket processing system that is fully integrated with the Department of Motor Vehicles (DMV) Motor Services Modernization Program (MSMP) system to support ticket processing. The complete operational applications system is referred to as the MSMP-OneDone system. When implemented, this enterprise-wide system will support the DMV's ticket processing, permitting, and registration activity. This RFP addresses the functionality needs of the ticket processing component of MSMP.

C.1.   OVERVIEW

C.1. 1.   The Department of Motor Vehicles (DMV) in conjunction with the Metropolitan Police Department (MPD), the Department of Public Works (DPW), and the Office of Finance and Treasury (OFT) is working to improve the business processes, customer service, and financial transactions related to ticket processing, automated enforcement, and boot and tow operations along with integrating these with all other DMV activities such as driver's licensing and vehicle registrations. This project is known as Motor Services Modernization Program (MSMP) and the specific services addressed in this document fall under the OneDone Services initiative.

C.1. 2.   The District of Columbia is in a unique position to provide program and service enhancements. As a result of its jurisdictional structure, the District provides both state level services and city level services. At the state level, the District provides driver and vehicle licensing and registration services. At the city level, the District supports parking and moving violation ticketing, ticket payments, and the adjudication services. Consequently, the District of Columbia has the unique opportunity to integrate all information related to motor services for citizen convenience as well as efficiency purposes. The District follows the same approach commonly followed in financial areas where financial systems are integrated with payroll, budget, and procurement for an enterprise-wide resource planning (ERP) capability.

7

C.1. 3.   Following the ERP model, the DMV plans to improve citizen support by making it possible to conduct any or all of these city and state level services in just one transaction at DMV's five service locations. (Note: A sixth location will be dedicated to business services.) This will require consolidating all activities around the motorist-related services the District provides, and having them properly integrated with all relevant enforcement activities. In the process, the DMV seeks to <u>reduce the number of in-person visits made to the DMV by one half</u>, and also increase collections.

C.1. 4.   The contractor shall   match ticket, vehicle and driver information along with wanted vehicles (stolen vehicles or vehicles used in crimes). The integrated database provides the opportunity for real-time access to the National Crime Information Center (NCIC). Unlike private industry, the DMV may access NCIC data as well as have real-time connectivity with the MPD system, WALES, which contains information on wanted vehicles. Information can then be mutually shared such as access to stolen vehicle data for DPW ticket writers and suspended driver's license information for MPD officers.

C.1. 5.   PURPOSE

C.1. 5.1.   The purpose of this initiative is twofold. First, the goal is to provide improved customer service to the citizens of the District. This includes payments for inspections, moving and parking tickets, registration activities, licensing activities and any DMV services related to the driver or the vehicle. *Exhibit 1,* the MSMP OneDone Service Description (in appendix), shows a detailed list of all services.

C.1. 5.2.   Second, the goal is to improve enforcement activities and processing. This will allow improved identification of wanted vehicles and a reduction in improper ticketing. The integrated database facilitates consolidation of all customer information for improved business processes, better financial controls, and a platform for future integration needs, especially in terms of Homeland Security. The contractor shall provide a system with the capability to:

C.1. 5.2.1.   Make one payment for all activities, fees, and fines.

C.1. 5.2.2.   Consolidate notices to enhance citizen communications and decrease administrative task work for the District and the citizen.

C.1. 5.2.3. View all vehicle and driver related fees and fines for each citizen.

C.1. 5.2.4. Identify wanted vehicles, wanted drivers and other public safety-related data for law enforcement activities.

C.1. 5.2.5. These major objectives will allow the District and the

DMV to provide citizen-centric services, thus easing the burden on citizens to comply with District law. Improved enforcement activities will provide increased safety, improved traffic flow (e.g., ticketing and removing illegally parked cars), and improved living conditions within the District.

C.2. RELATED SYSTEMS AND INTERFACES

C.2. 1. The Department of Motor Vehicles (DMV) will provide the ability for citizens to complete vehicle-, driver-, and ticket-related activities in one visit. This includes improved web capabilities, expanded ability to support all services at every DMV location (including payments, renewals, inspections, records, registrations, adjudication, and licensing), and all other activities that are related to vehicles and drivers. This effort is MSMP OneDone.

C.2. 2. The nine separate solicitations described below support the MSMP OneDone vision in the area of ticketing, enforcement, and payment processing. Solicitations 2-9 are not part of this solicitation. Contractors may bid on one or more of the solicitations, but shall bid each one separately. Not all solicitations will be released at the same time.

C.2. 2.1. Solicitation 1 – Ticket Processing – System

The contractor shall process parking and moving violations. This includes the issuance, aging (treatment), adjudication, and payment of tickets, and identification of notices that need to be processed (see solicitation 3 below). The system incorporates current technologies such as document imaging and records management, wireless handheld devices, instant messaging, web display and capture of information.

C.2. 2.2. Solicitation 2 – Consolidated Payments - System

9

The contractor shall collect one payment for all DMV activities. This includes tickets, permits, registrations, inspections, and medical and insurance activities. The ability to accept one payment includes in-person, Phone/IVR, WEB, Customer Service, and mail-in/drop box methods.

C.2. 2.3. Solicitation 3 – Consolidated Notices - System

The contractor shall generate notices that include all tickets, permits, registrations, and any other pertinent information in MSMP for that citizen (in other words, a *consolidated* notice). The system creates notices and generates batch files that are used by the 'fulfillment' contractor identified in solicitation 9 who provides the services to print, fold, batch and mail notices and letters in mass production.

C.2. 2.4. Solicitation 4 – Back-office Support – Service

The contractor shall provide all back-office support needed to process handwritten tickets, manual payments, correspondence, problem research and manual adjudication activity. The payments encompass all DMV activity to include tickets, permits, registrations, inspections, other activities such as medical and insurance. Use of document imaging and management is also a major aspect of this solicitation.

C.2. 2.5. Solicitation 5 – Automated Enforcement - Service and Equipment

The contractor shall provide red light and photo radar equipment and support. This includes the equipment, maintenance, and installation of the camera equipment along with related incident capture activities. This also includes a software component that drives the real-time transmission of secure digital information to MSMP.

C.2. 2.6. Solicitation 6 – Handheld Equipment – Service and Equipment

Contractor shall provide and support all mobile data units and handheld equipment used for enforcement activities by the Government of the District of Columbia. The majority of these will be wireless devices. The contractor shall provide the equipment along with all maintenance. This also includes a software component that drives the real-time transmission of secure digital information to MSMP.

C.2. 2.7. Solicitation 7 – Integration and Interfaces – Service

The contractor integrates of all the systems detailed in solicitation 1 – 3, along with existing DMV systems. This solicitation will not be released until solicitations 1 – 3 are awarded.

C.2. 2.8.   Solicitation 8 – Collections – Service

The contractor collects tickets in default. The contractor shall provide collections on these tickets for citizens throughout the US and Canada.

C.2. 2.9.   Solicitation 9 – Notice Generation – Service

The contractor handles high-volume letter generation activity that predominately prints, folds, stuffs, and mails consolidated notices for all MSMP needs.

C.2. 2.10.   The following exhibits are incorporated by this reference (see appendix).

Exhibit 1. MSMP OneDone Service Description: describes the vision of MSMP OneDone.

Exhibit 2. Business Node Connectivity Diagram: depicts the context of business functions and communication among these functions.

Exhibit 3. Technical Addendum: contains technical and architectural requirements.

Exhibit 4. Definitions Glossary: contains description of the terms used in the solicitation.

Exhibit 5. Ticket Processing Interface Diagram: gives overview of the ticket processing system.

Exhibit 6. Functional Requirements List: response to be completed by the offeror.

Exhibit 7. Future functions: capabilities wanted in future but not part of this solicitation.

C.3.   BACKGROUND

C.3. 1.   To service the public, the District of Columbia government keeps traffic flowing safely by imposing fines for civil traffic violations. The DPW, the MPD, and other authorized agencies cite these infractions and serve fines, while the DMV collects the fines and supports ticket adjudication.

C.3. 2.   These agencies need a tool to assist in the ticketing process, to capture and manage the ticket information, to support the payment and the notification functions, and to drive the treatment process (also known as the aging process). The tool is the MSMP – Ticket system (the application).

C.3. 3.   This application, the MSMP – Ticket application, is the focus of this solicitation (1). In addition to managing the ticket process and the treatment process, the application provides services such as adjudication scheduling, appeals scheduling, booting management, and wanted vehicle detection.

C.4.   PROCESS REQUIREMENTS

C.4. 1.   GENERAL

The functions in this section pertain to the application and the capabilities of the application. Throughout the document, the word 'user' refers to a DMV employee. The contractor shall provide an application with the following capabilities.

C.4. 1.1.   User Interface

Provide web interface which is independent of access location for users that need to access and manipulate ticket information.

C.4. 1.1.1.   Supply a browser interface for all user interactions with the application which allows access to ticket information only or any other records related to the person in question (i.e., web interface to a "master record".

C.4. 1.2.   Online Information Requests

Provide the capability for citizens to make online requests for information.

C.4. 1.2.1.   Send a notice to a citizen when he/she makes an online request for general information.

C.4. 1.2.1.1. Collect requested information for the notice.

C.4. 1.2.1.2. Assign notice type. (The notification system owns and maintains these types.)

C.4. 1.2.1.3. Assign any insert identifier. (The notification system owns and maintains this identifier.)

C.4. 1.2.1.4. Assign delivery type. (The notification system owns and maintains these types.)

C.4. 1.2.1.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 1.2.1.6. Automatically pass all information to the notification system.

C.4. 1.2.2. Send a notice to a citizen when he/she makes an online request for personal information.

C.4. 1.2.2.1. Gather requested information for the notice.

C.4. 1.2.2.2. Assign notice type. (The notification system owns and maintains these types.)

C.4. 1.2.2.3. Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 1.2.2.4. Assign delivery type. (The notification system owns and maintains these types.)

C.4. 1.2.2.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 1.2.2.6. Automatically pass all information to the notification system.

C.4. 1.3. Security

To ensure the integrity of the information that the application manages, allow access only by authorized persons.

C.4. 1.3.1.   Provide secure access using user identification and password.

C.4. 1.3.2.   Provide a user profile capability to control access to application functions.

C.4. 1.3.3.   Limit user access to one remote device at a time, except for system administrators. The same user cannot be logged on to more than one device at a time.

C.4. 1.4.   Citizen Parking Enforcement Requests

Enable DPW to respond quickly to citizen parking enforcement requests.

C.4. 1.4.1.   Accept citizen requests for parking enforcement from the Customer Care Center system.

C.4. 1.4.2.   Automatically assign requests to traffic enforcement officers based on proximity and beat.

C.4. 1.4.3.   Track responses to requests and reports back to the Customer Care Center system.

C.4. 1.5.   Checking Boot and Tow Eligibility

Search every vehicle for which the enforcement officer enters the tag number or VIN, to determine if it should be booted or towed. The contractor shall:

C.4. 1.5.1.   Enable users to define eligibility rules for booting and towing. (Currently, a vehicle is eligible for booting if it has a specified number of delinquent tickets, and is not a fleet-program vehicle. A vehicle is eligible for towing if the type of infraction defines that DPW needs to tow the vehicle or if DPW has booted it for a certain period.)

C.4. 1.5.2.   Identify boot eligible vehicles. Note that the application places vehicle in a boot queue only if its location is known to the application.

C.4. 1.5.2.1.   Automatically determine if a vehicle seen by an officer is eligible for booting.

C.4. 1.5.2.2.   Automatically place vehicle in a boot queue when vehicle is eligible for booting.

14

C.4. 1.5.2.3. Automatically alert the officer who sees a vehicle that it is eligible for booting.

C.4. 1.5.3. Identify tow eligible vehicles.

C.4. 1.5.3.1. Automatically determine if a vehicle sighted by an officer is eligible for towing.

C.4. 1.5.3.2. Automatically notify the towing system when a vehicle is towing eligible.

C.4. 1.5.3.3. Automatically alert the officer who sighted a vehicle that it is eligible for towing.

C.4. 1.6. Wanted Vehicles

To help the MPD to locate wanted vehicles, check every vehicle sighted or every vehicle that looks suspicious to determine whether it is on the wanted vehicle list.

C.4. 1.6.1. Search for vehicles wanted by law enforcement.

C.4. 1.6.1.1. Access wanted vehicle information to automatically determine if law enforcement wants or is seeking the vehicle.

C.4. 1.6.1.2. Automatically notify the law enforcement dispatch system of vehicles that are wanted or sought after.

C.4. 1.6.1.3. Include sighting information when notifying law enforcement dispatch system.

C.4. 1.6.1.4. Automatically alert the officer who sighted the vehicle that it is wanted by law enforcement.

C.4. 1.7. Ticket Issuance

Issue new tickets with infractions related to automated traffic enforcement. Issue tickets.

C.4. 1.7.1.1. Gather information needed for the ticket automatically through DESTINY, if a D.C. vehicle, or through NCIC, if non-D.C. vehicle, or manually if not found in either system.

C.4. 1.7.1.2. Assign notice type. (The notification system owns and maintains these types.)

15

C.4. 1.7.1.3. Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 1.7.1.4. Assign delivery type. (The notification system owns and maintains these types.)

C.4. 1.7.1.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 1.7.1.6. Automatically pass it to the notification system.

C.4. 1.7.1.7. Suppress ticket issuance for vehicles participating in a fleet program.

C.4. 1.8. Ticket Tracking

To facilitate the management of ticket information, track individual tickets.

C.4. 1.8.1. Generate and assign unique ticket numbers.

C.4. 1.8.2. Support alphanumeric ticket numbers.

C.4. 1.9. Oversight

Provide supervisory functions to facilitate the oversight of parking enforcement activities.

C.4. 1.9.1. Provide the capability to manually flag and assign certain business transactions for supervisory approval.

C.4. 1.9.2. Provide the capability to enforce supervisory approval for certain business transactions and work steps.

C.4. 1.9.3. Log supervisory approval activities.

C.4. 1.10. Infraction Types

To standardize the various kinds of infractions and to keep information pertaining to those infractions together, maintain a catalog of infraction types.

C.4. 1.10.1. Facilitate the creation and maintenance of infraction types.

C.4. 1.10.2. Maintain type information: infraction type, infraction description, and responsibility type (driver/owner).

C.4. 1.10.3. Maintain penalty information: monetary amount.

C.4. 1.10.4.   Maintain treatment information: treatment schedule.

C.4. 1.10.5.   Maintain action information: issue ticket and tow the vehicle.

C.4. 1.10.6.   Maintain reference information: legal references.

C.4. 1.10.7.   Maintain accounting information: general ledger (GL) account code.

C.4. 1.11. Enforcement Officer Management

To support the deployment of enforcement officers, define enforcement officers, badge numbers, parking beats, parking squads, and supervisors, and to establish relationships among these.

C.4. 1.11.1.   Create and maintain parking enforcement officer records.

C.4. 1.11.2.   Maintain enforcement officer information: name, employee ID, supervisor and badge number.

C.4. 1.11.3.   Create and maintain parking beats.

C.4. 1.11.4.   Maintain beat information: beat department (e.g., Parking Enforcement, Abandoned Vehicles, MPD) beat type (walking/driving), beat location.

C.4. 1.11.5.   Create and maintain enforcement squads.

C.4. 1.11.6.   Maintain squad information: squad supervisor, squad shift.

C.4. 1.11.7.   Maintain assignments of beats to squads and parking officers to squads.

C.4. 1.12. Transaction Identifiers

To standardize the various kinds of financial transactions and to keep information pertaining to those transactions together, maintain a catalog of transaction identifiers.

C.4. 1.12.1.   Create and maintain transaction identifiers.

C.4. 1.12.2.   Maintain type information: transaction identifier and transaction description.

C.4. 1.12.3.   Maintain reference information: legal references.

C.4. 1.12.4.   Maintain accounting information: general ledger (GL) account code.

C.4. 1.13. Disposition Codes

To standardize the various kinds of disposition and to keep information pertaining to those dispositions together, maintain a catalog of disposition codes.

C.4. 1.13.1.   Create and maintain disposition codes.

C.4. 1.13.2.   Maintain type information: disposition code, disposition description.

C.4. 1.13.3.   Maintain reference information: legal references.

C.4. 1.14. Imaging

To ensure that all available information has been captured, including manually written tickets and regular correspondence, images of any paper-based information shall be stored.

C.4. 1.14.1.   Capture and store images from paper documents.

C.4. 1.14.2.   Maintain the association between images and associated data.

C.4. 1.15. Data Validation

To ensure the integrity of the information that the application manages, enforce validation rules.

C.4. 1.15.1.   Verify that a ticket is not entered twice.

C.4. 1.15.2.   Automatically ensure that street address, city, state, and zip code represent an actual address location.

C.4. 1.15.3.   Standardize the address format.

C.4. 1.16. Treatment Schedule

To facilitate the treatment (aging) process, maintain treatment schedules.

C.4. 1.16.1.   Allow the assignment of treatment schedule to infraction type.

C.4. 1.16.2.   Allow the assignment of separate treatment schedules to fleet tickets.

C.4. 1.16.3.   Create and maintain treatment schedules. These schedules contain the rules for the treatment process: what notices the application sends and when, and when the application applies fees and penalties.

C.4. 1.16.4.   Facilitate the assignment of treatment schedule to tickets based on the type of infraction (infraction type).

C.4. 1.16.5.   Use District business days on the calendar when advancing the treatment process.

C.4. 1.17.   Evaluation Rules

To facilitate flexibility in the maintenance of business rules, create and maintain evaluation rules.

C.4. 1.17.1.   Create and maintain evaluation rules.

C.4. 1.17.1.1. Evaluate the inclusion of the current time in a period.

C.4. 1.17.1.2. Evaluate the inclusion of the current date in a period.

C.4. 1.17.1.3. Evaluate the parking permit status of the vehicle.

C.4. 1.17.1.4. Evaluate the state in which the vehicle is registered.

C.4. 1.17.1.5. Evaluate if a vehicle is on the registration exemption list.

C.4. 1.17.1.6. Evaluate the number of defaulted tickets.

C.4. 1.17.1.7. Evaluate fleet participation status.

C.4. 1.17.1.8. Evaluate parking restrictions. What is the parking designation: residential area or business area. What are the parking duration restrictions: two hours, four hours.

C.4. 1.17.1.9. Allow these rules to be combined in any way using logical operators: AND, OR, NOT.

C.4. 1.18.   Calendar

To support scheduling functions, maintain schedules.

C.4. 1.18.1.   Supply a calendar function.

C.4. 1.18.2.   Track what days are District and DMV business days.

C.4. 1.18.3.   Supply a scheduling function.

C.4. 1.18.4.   Allow scheduling of single event.

C.4. 1.18.5.   Allow scheduling of recurring events. (Similar to how Microsoft Outlook's schedules recurring events.)

C.4. 1.19. Electronic Alerts to Officers

To support communications with enforcement officers, provide the capability to electronically notify parties.

C.4. 1.19.1. Provide the capability to send targeted messages to individual handheld devices and MDCs.

C.4. 1.19.2. Provide the capability to broadcast messages to handheld devices and MDCs.

C.4. 1.20. Reports

To view the status of ticket processing activities and to measure change in that status, produce reports. The following shall be included:

C.4. 1.20.1. Generate reports.

C.4. 1.20.1.1. Generate standard reports and notices on request.

C.4. 1.20.1.2. Generate standard reports on a scheduled or recurring basis.

C.4. 1.20.2. Provide the capability to generate and view reports online.

C.4. 1.20.3. Provide the capability to automatically notify parties of the completion and location of reports.

C.4. 1.20.3.1. Gather information needed for the notice.

C.4. 1.20.3.2. Assign notice type. (The notification system owns and maintains these types.)

C.4. 1.20.3.3. Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 1.20.3.4. Assign delivery type. (The notification system owns and maintains these types.)

C.4. 1.20.3.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 1.20.3.6. Automatically pass it to the notification system.

C.4. 1.20.4. Enable a user to print reports.

C.4. 1.20.5.   Enable a user to export reports to a file that it can later import into other applications, such as spreadsheets and documents, for documentation and analysis.

C.4. 2.   INTERFACES

To adequately fulfill its tasks, request services from other systems and provide services to other systems. The functions as written in this section pertain to services that this application sends to and receives from other systems. Unless otherwise noted, the contractor's application shall:

C.4. 2.1.   Payment System

Interface with a third-party payment system (currently, this is the MSMP -- Payment system) that services the cashiering function across multiple systems.

C.4. 2.1.1.   Accept financial transactions for individual fines or fees.

C.4. 2.1.2.   Respond to requests to roll back payment transactions. This means that actions that the application has taken in response to those payment transactions can also be rolled back. (The application needs to reopen tickets, deny appeal requests, and cancel boot releases).

C.4. 2.1.3.   Respond to requests to suspend treatment schedule for tickets. This happens when the cashiering system sets up an installment plan.

C.4. 2.1.4.   Respond to requests to resume treatment schedule. This would happen if a citizen defaults on his/her installment plan payments.

C.4. 2.1.5.   Respond to requests to suppress notification to citizen of a partial payment. This would happen if the payment were the result of a payment under an installment plan.

C.4. 2.1.6.   Notify the payment system that an overpayment has been made.

C.4. 2.2.   Notification System

Interface with a third-party notification system (currently, this is the MSMP -- Notifications system) that services the notification function across multiple systems. The notification system determines the format of the notice.

C.4. 2.2.1. Provide notification information to the notification system.

C.4. 2.2.1.1. Include notice content.

C.4. 2.2.1.2. Include notice type.

C.4. 2.2.1.3. Include insert identifier.

C.4. 2.2.1.4. Include delivery type.

C.4. 2.2.1.5. Include address information needed for the delivery. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 2.2.2. Accept and capture delivery status from the notification system.

C.4. 2.2.3. Respond to request for ticket information (both open tickets and recently closed tickets.

C.4. 2.2.3.1. Include payment information.

C.4. 2.2.3.2. Include adjudication information.

C.4. 2.2.4. Respond to request for address information associated with a ticket number.

C.4. 2.2.5. Respond to request for vehicle information.

C.4. 2.2.5.1. Include towing information.

C.4. 2.2.5.2. Include booting information (boot eligibility).

C.4. 2.3. Driver's License System

To retrieve driver information, interface with a third-party driver's license system (currently, this is the MSMP-DESTINY system).

C.4. 2.3.1. Request driver's license information.

C.4. 2.3.2. Provide information about changes in the ticket status that affect if-and-how the driver's license system assigns points to the driver's license system.

22

C.4. 2.3.3.   Provide information to the driver's license system about tickets issued to a driver's license holder for a moving infraction when such tickets go into delinquency.

C.4. 2.4.   Vehicle Registration System

To retrieve vehicle information and vehicle owner information, interface with a third-party vehicle registration system (currently, this is the MSMP -- Destiny system).

C.4. 2.4.1.   Interface with a vehicle registration system.

C.4. 2.4.2.   Request vehicle information. This includes: information on the physical characteristics of the vehicle, vehicle registration information, insurance information, and parking permit information.

    C.4. 2.4.2.1.   Request vehicle information based on vehicle tag number.

    C.4. 2.4.2.2.   Request vehicle information based on Vehicle Identification Number (VIN).

    C.4. 2.4.2.3.   Request vehicle information based on driver's license number.

C.4. 2.5.   Towing System

Interface with a third-party towing system (currently, this is the Centralized Towing System), which maintains the towing queue, the towing destination, and the impoundment status.

C.4. 2.5.1.   Request towing information to determine if DPW has towed a vehicle to a specific location. If DPW has towed a vehicle to a location other than the impoundment lot, the application shall prevent a traffic enforcement officer from ticketing the vehicle in that location.

C.4. 2.5.2.   Request towing fee from the towing system.

C.4. 2.5.3.   Request storage fee from the towing system.

C.4. 2.5.4.   Provide information about towing eligible vehicles to the towing system.

C.4. 2.5.5.   Provide information about vehicles that are eligible for release to the towing system. Vehicles are eligible for

release when all outstanding tickets are paid or adjudicated and all tow and storage fees are paid.

C.4. 2.6.   Problem Driver System

To determine if a driver is a problem driver, interface with a problem driver system (currently, this is the Problem Driver Point System (AAMVA - PDPS)).

C.4. 2.6.1.   Contact the problem driver system.

C.4. 2.6.2.   Request problem driver confirmation.

C.4. 2.7.   Wanted Vehicle System

To determine if a vehicle is wanted by law enforcement, interface with a third-party wanted vehicles system. (Currently, the application retrieves this information from MSMP – Destiny. MSMP – Destiny retrieves it from the National Crime Information Center (NCIC) system.)

C.4. 2.7.1.   Contact the wanted vehicle system.

C.4. 2.7.2.   Request confirmation of wanted status.

C.4. 2.8.   Law Enforcement Dispatch System

Interface with a third-party law enforcement dispatch system (currently, this is the Computer Aided Dispatch (CAD) system) to notify law enforcement when it identifies a wanted vehicle.

C.4. 2.8.1.   Interface with a law enforcement dispatch system.

C.4. 2.8.2.   Provide sighting information of wanted vehicles that have been sighted by a traffic enforcement officer to the law enforcement dispatch system.

C.4. 2.8.3.   Pass through request for assistance from traffic enforcement officers (as a result of pressing the panic button) to the law enforcement dispatch system.

C.4. 2.9.   Vehicle Registration Exemption System

To facilitate the registration of out-of-state automobile enforcement (ROSA), interface with a third-party vehicle registration exemption system to determine which vehicles are exempt from D.C. vehicle registration requirement.

C.4. 2.9.1.   Interface with vehicle registration exemption system.

C.4. 2.9.2.   Request a registration exemption status.

C.4. 2.10. Parking Meter Inventory System

24

To assist in the maintenance of parking meters and parking boots, provide the capability for the parking officer to report problems with parking meter to a third-party parking meter Inventory system. The application also retrieves information about rates from this system.

C.4. 2.10.1.   Interface with a parking meter inventory system.

C.4. 2.10.2.   Pass through parking meter service requests from the enforcement officer to the parking meter inventory system.

C.4. 2.10.3.   Request parking meter information from the parking meter inventory system: status, location, and rates.

C.4. 2.11. Ticket Stock Inventory System

To assist in the maintenance of the ticket stock inventory, inform the third-party ticket stock inventory system about any paper tickets that are processed by the application.

C.4. 2.11.1.   Interface with a ticket stock tracking system.

C.4. 2.11.2.   Provide ticket numbers of received paper tickets to the ticket stock tracking system.

C.4. 2.12. Parking Restriction Information System

To assist the traffic enforcement officer, track local parking restrictions. The application interfaces with a third-party parking restriction information system.

C.4. 2.12.1.   Interface with a parking restriction information system.

C.4. 2.12.2.   Pass through service requests for missing or broken parking signs from the enforcement officer to the parking restriction information system.

C.4. 2.12.3.   Request parking restriction information for a street address.

C.4. 2.12.4.   Request parking restriction information for longitude latitude coordinates.

C.4. 2.13. Customer Call Center System

To support the service to the public, interface with third-party customer call center system (currently, this is the Customer Care Center (CCC) system) to accept citizen-requests to ticket vehicles.

C.4. 2.13.1.   Interface with a customer call center system.

C.4. 2.13.2.   Accept citizen-requests to ticket vehicles.

25

C.4. 2.13.3.   Pass through request for parking enforcement from the customer call center system to a traffic enforcement officer based on proximity and beat.

C.4. 2.14. Geographic Information System

To facilitate the oversight of traffic enforcement activities, provide information to a third-party geographic information system (currently, this is the ArcInfo system) to retrieve latitude and longitude information.

C.4. 2.14.1.   Interface with a geographic information system.

C.4. 2.14.2.   Provide traffic enforcement officer location (longitude and latitude coordinates).

C.4. 2.14.3.   Provide tow crew location (longitude and latitude coordinates).

C.4. 2.14.4.   Provide boot crew location (longitude and latitude coordinates).

C.4. 2.14.5.   Provide parking citation location (longitude and latitude coordinates).

C.4. 2.14.6.   Provide moving citation location (longitude and latitude coordinates).

C.4. 2.14.7.   Provide location of boot eligible vehicle (longitude and latitude coordinates).

C.4. 2.14.8.   Provide location of booted vehicle (longitude and latitude coordinates).

C.4. 2.14.9.   Provide location of tow eligible vehicle (longitude and latitude coordinates).

C.4. 2.14.10. Provide location of traffic enforcement officer when it presses the panic button (longitude and latitude coordinates).

C.4. 2.14.11. Provide location of wanted vehicles that are sighted (longitude and latitude coordinates).

C.4. 2.14.12. Provide location of malfunctioning parking meters (longitude and latitude coordinates).

C.4. 2.14.13. Provide location of missing or broken parking signs (longitude and latitude coordinates).

C.4. 2.15. Address Information System

To minimize data entry for parking and traffic enforcement officers, interface with a third-party address information system (currently, this is the Master Address Repository (MAR) system) to convert latitude and longitude coordinates that it gets from the GPS device in the handheld device to geographic location designations.

> C.4. 2.15.1.　Interface with an address information system.
>
> C.4. 2.15.2.　Request validation of street address, city, state, and zip code information.
>
> C.4. 2.15.3.　Request translation from latitude and longitude coordinates to street address, residential parking zone, beat, and ward.
>
> C.4. 2.15.4.　Request translation from street address to residential parking zone, beat, and ward.
>
> C.4. 2.15.5.　Request translation from residential parking zone to ward.
>
> C.4. 2.15.6.　Request translation from beat to ward.

C.4. 2.16.　Other Jurisdictions' Driver's License Systems

To facilitate the exchange of traffic infraction information between jurisdictions so that the various jurisdictions can take more effective actions against traffic violators, shall provide information to third-party ticket driver's license systems. (Currently, D.C. DMV cooperates with four neighboring jurisdictions.)

> C.4. 2.16.1.　Interface with other jurisdictions' driver's license systems.
>
> C.4. 2.16.2.　Provide information to other jurisdictions' driver's license systems about tickets issued to driver's license holders for moving infractions when such tickets go into delinquency.

C.4. 3.　PAYMENT

To fulfill its tasks to assist in the ticketing process, support the payment process. The functions as written in this section pertain to the payment functionality. Unless otherwise noted, the contractor's application shall:

C.4. 3.1.　Payment Processing

> C.4. 3.1.1.　Accept payments against ticket numbers.
>
> C.4. 3.1.2.　Facilitate the capture of payment information.

C.4. 3.1.3. Provide the capability to pay for tickets before the application has received the official ticket information.

C.4. 3.1.3.1. Create the ticket in the application using information provided by the citizen.

C.4. 3.1.3.2. Verify and amend ticket information when official ticket information is available.

C.4. 3.1.3.3. Capture that a citizen tried to pay a ticket for which he/she had no paper copy when the application does not have any information about the ticket so that when official ticket information is available in the application, the application does not start the treatment processes until the citizen has been notified and has had the opportunity to pay the ticket. This can happen if a citizen calls in or walk in to pay a ticket.

C.4. 3.1.4. Provide the capability to send a notice to a citizen if he/she tries to pay a ticket for which he/she had no paper copy and the application does not have any information about the ticket. The letter verifies that the citizen tried to pay the ticket.

C.4. 3.1.4.1. Gather information needed for the notice.

C.4. 3.1.4.2. Assign notice type. (The notification system owns and maintains these types.)

C.4. 3.1.4.3. Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 3.1.4.4. Assign delivery type. (The notification system owns and maintains these types.)

C.4. 3.1.4.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 3.1.4.6. Automatically pass it to the notification system.

C.4. 3.2. Underpayment Management

C.4. 3.2.1. Apply partial payments to tickets.

C.4. 3.2.2.   Automatically gather information needed for an out-of-schedule notice for outstanding balances and pass it to the notification system. The notification system determines the format of the notice and the means of delivery.

C.4. 3.2.3.   Generate an out-of-schedule notice for outstanding balances.

C.4. 3.2.3.1.   Gather information needed for the notice.

C.4. 3.2.3.2.   Assign notice type. (The notification system owns and maintains these types.)

C.4. 3.2.3.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 3.2.3.4.   Assign delivery type. (The notification system owns and maintains these types.)

C.4. 3.2.3.5.   Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 3.2.3.6.   Automatically pass it to the notification system.

C.4. 3.2.4.   Provide the capability to automatically extend the treatment schedule when the application processes an underpayment.

C.4. 3.3.   Bounced Checks Management

C.4. 3.3.1.   Send detailed data to the payment system to reinstate fines and fees to a customer account. This might happen when the customer has made a payment with a check that the bank cannot clear.

C.4. 3.3.2.   Resume treatment schedule starting back to the original date when the application reinstates fines and fees to a customer's account.

C.4. 3.3.3.   Capture bounced check information: posting date and time, monetary amount, transaction number, transaction vehicle, availability date and time, user id, agency, site, and purpose.

C.4. 3.4.   Installment Plans

29

To enable installment plans, allow a payment system to change how the application handles the treatment process.

> C.4. 3.4.1.   Suspend treatment schedule for tickets. This happens when the cashiering system sets up an installment plan.

> C.4. 3.4.2.   Resume treatment schedule. This would happen if an installment plan defaults.

> C.4. 3.4.3.   Suppress notification to citizen of a partial payment. This would happen if the payment were the result of a payment under an installment plan.

C.4. 4.   COLLECTION

To fulfill its tasks to collect fines associated with traffic infractions, request help from collection agency to collect fines on tickets that have defaulted. The functions as written in this section pertain to the support of collection. Unless otherwise noted, the application shall:

C.4. 4.1.   Hand-Off

To support the collection agency, provide all the necessary information to the collection agency.

> C.4. 4.1.1.   Mark a ticket to indicate that it has been submitted to a collection agency.

> C.4. 4.1.2.   Track to which collection agency a ticket is submitted for collection.

> C.4. 4.1.3.   Provide the capability to automatically notify the collection agency of tickets that default.

>> C.4. 4.1.3.1.   Gather information needed for a notice.

>> C.4. 4.1.3.2.   Assign notice type. (The notification system owns and maintains these types.)

>> C.4. 4.1.3.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

>> C.4. 4.1.3.4.   Assign delivery type. (The notification system owns and maintains these types.)

C.4. 4.1.3.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 4.1.3.6. Automatically pass information to the notification system.

C.4. 5. ACCOUNTING

To enable the Office of Finance and Treasury (OFT) to measure, interpret, and communicate the financial information that the application generates and collects, provide all financial information to the General Ledger (GL). The functions as written in this section pertain to the support of accounting. Unless otherwise noted, the application shall:

C.4. 5.1. Capturing Financial Information

Capture and hand over all financial information for the General Ledger (GL) – (SOAR system).

C.4. 5.1.1. Capture every financial activity as a separate transaction. This means that if there is a payment, correction, adjustment, rollback, cancellation, refund, or closure of a previous transaction, the application tracks the payment, correction, adjustment, cancellation, refund, or closure as a separate financial transaction.

C.4. 5.2. Support Financial System

Provide all financial information to the General Ledger (GL).

C.4. 5.2.1. Provide financial information to the payment system. For each financial transaction the application shall:

C.4. 5.2.1.1. Provide accounting information: general ledger (GL) account code.

C.4. 5.2.1.2. Provide charge information: posting date and time, and monetary amount.

C.4. 5.2.1.3. Provide transaction information: availability date and time, user id, site, agency, and purpose.

C.4. 5.2.1.4. Provide account information: customer account number.

C.4. 5.3. Refunds

Handle refunds for duplicate payments and over-payments.

C.4. 5.3.1. Automatically notify a payment system when an overpayment has been made.

C.4. 5.3.2. Generate a notice of refund.

C.4. 5.3.2.1. Gather information needed for a notice.

C.4. 5.3.2.2. Assign notice type. (The notification system owns and maintains these types.)

C.4. 5.3.2.3. Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 5.3.2.4. Assign delivery type. (The notification system owns and maintains these types.)

C.4. 5.3.2.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 5.3.2.6. Automatically pass it to the notification system.

C.4. 6. TREATMENT

To fulfill its tasks to assist in the ticketing process, manage the treatment process (also known as the aging process). The treatment process defines the procedures for handling and communicating with a citizen who is not following through on its obligation to pay fees or fines. The functions as written in this section pertain to the treatment process. Unless otherwise noted, the application shall:

C.4. 6.1. Treatment

To fulfill its tasks to facilitate the treatment process, maintain a treatment schedule to manage the treatment process.

C.4. 6.1.1. Assign treatment schedule to ticket when the application issues ticket.

C.4. 6.1.2. Automatically stop the treatment schedule when the customer pays the outstanding balance for the ticket in full.

C.4. 6.1.3.   Automatically halt the treatment schedule when the ticket has gone to adjudication.

C.4. 6.1.4.   Automatically resume treatment schedule for ticket when adjudication disposition is unfavorable to plaintiff.

C.4. 6.2.   Treatment Schedule

To facilitate the treatment process, provide capability for creation and maintenance of treatment schedules.

C.4. 6.2.1.   Automatically add fines and fees as the treatment schedule defines.

C.4. 6.2.2.   Automatically move tickets to collection as the treatment schedule defines.

C.4. 6.2.3.   Automatically send non-compliance information to the vehicle registration system based on the progression of the treatment schedule for a ticket issued to a vehicle registration owner.

C.4. 6.2.4.   Automatically send non-compliance information to the driver's license system based on the progression of the treatment schedule for a ticket issued to a driver.

C.4. 6.2.5.   Automatically send non-compliance information to driver's license systems of other jurisdictions based on the progression of the treatment schedule for a ticket issued to a driver.

C.4. 6.3.   Notification

Integrate with a third-party notification system to format and distribute correspondence.

C.4. 6.3.1.   Generate a treatment notice.

C.4. 6.3.1.1.   Gather information needed for a notice.

C.4. 6.3.1.2.   Assign notice type. (The notification system owns and maintains these types.)

C.4. 6.3.1.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 6.3.1.4.   Assign delivery type. (The notification system owns and maintains these types.)

C.4. 6.3.1.5.   Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 6.3.1.6.   Automatically pass it to the third-party notification system.

C.4. 7.   ADJUDICATION

To allow a citizen to contest the validity of a traffic citation, provide adjudication capability. A citizen may contest a ticket issued for parking infractions, minor moving infractions, and infractions cited through automated and manual moving enforcement. The citizen submits a request for adjudication by mail, telephone, online, or in person. When submitting a request for adjudication, the citizen chooses between three different formats for the adjudication: (1) a review of records by adjudicator alone; (2) a face-to-face review of records by plaintiff and adjudicator; or (3) an online chat review of records by plaintiff and adjudicator.

When considering a review between an adjudicator and oneself, the citizen decides whether to schedule the review or to walk in to an unscheduled review. Note however, the citizen can only request an unscheduled review to adjudicate a moving ticket issued by an automated traffic enforcement device, not a moving ticket issued by an officer because the traffic enforcement officer must be available.

Unless otherwise noted, the contractor shall:

C.4. 7.1.   Adjudication Request

Accept and process adjudication requests.

C.4. 7.1.1.   Provide the capability for a plaintiff to make a request for adjudication in person.

C.4. 7.1.2.   Provide the capability for a plaintiff to make a request for adjudication by telephone.

C.4. 7.1.3.   Provide the capability for a plaintiff to make a request for adjudication by mail.

C.4. 7.1.4.   Provide the capability for a plaintiff to make a request for adjudication online.

C.4. 7.1.5.   Ensure that a ticket is eligible for hearing based on when in the treatment cycle the request is filed. (For mail-in requests, the appeal is filed on the date the request is postmarked. For walk-in requests, the appeal is filed on the date citizen appears to make the request. For telephone requests, the appeal is filed on the date the citizen calls to make the request. For online requests, the appeal is filed on the date the citizen makes the online request.)

C.4. 7.1.6.   Automatically place a ticket in the plaintiff's case folder when the application has approved it for adjudication.

C.4. 7.1.7.   Automatically request parking meter status from the meter inventory system when the application has approved a parking ticket for adjudication.

C.4. 7.1.8.   Automatically stop treatment schedule when DMV approves adjudication for a ticket.

C.4. 7.2.   Case Folder

To ease the review process of during hearings, assemble and store a folder (package) that contains all information regarding one or more tickets that are heard together.

C.4. 7.2.1.   Enable multiple tickets to be included in a single case folder.

C.4. 7.2.2.   Include information in the case folder pertaining to each ticket.

C.4. 7.2.2.1.   Include contact information about the plaintiff.

C.4. 7.2.2.2.   Include organization information (if any): organization name, organization identification, application date, address, telephone number, and e-mail address.

C.4. 7.2.2.3.   Include ticket information: ticket number, vehicle information, sighting information, infraction information, contact information about the driver, contact information about the vehicle registration owner, contact information about the vehicle title owner, citizen comments, and official comments.

C.4. 7.2.2.4. Include any financial information: payments, refunds, and correction.

C.4. 7.2.2.5. Include any correspondence: outgoing correspondence and incoming correspondence.

C.4. 7.2.2.6. Include images of any material provided by the plaintiff.

C.4. 7.2.2.7. Include parking meter status.

C.4. 7.2.2.8. Assign a case number.

C.4. 7.3. Queues

To organize and manage the adjudication process, maintain a queue for unscheduled reviews.

C.4. 7.3.1. Maintain a queue for cases reviewed by the adjudicator alone.

C.4. 7.3.2. Maintain a queue for unscheduled hearings reviewed by the adjudicator and the plaintiff.

C.4. 7.3.3. Maintain a queue for unscheduled online hearings reviewed by the adjudicator and the plaintiff.

C.4. 7.3.4. Calculate an approximate hearing time for unscheduled hearings based on number of tickets to adjudicate in the queue, the average duration for adjudication, and the hours of operation.

C.4. 7.3.5. Generate an alert for the plaintiff when the hearing cannot be held on the same day.

C.4. 7.3.6. Maintain definable thresholds for the number of cases in a queue.

C.4. 7.3.7. Generate an alert for the supervisor when the number of cases in a queue exceeds the threshold.

C.4. 7.4. Traffic Enforcement Officer Schedule

To facilitate the presence of traffic enforcement officers, maintain and communicate a schedule of hearings for the traffic enforcement officers.

C.4. 7.4.1. Maintain availability schedule for traffic enforcement officers.

C.4. 7.4.2.　　Use the availability schedule of the traffic enforcement officer when scheduling hearings where the presence of the traffic enforcement officer is needed.

C.4. 7.4.3.　　Automatically send an electronic notification to the traffic enforcement officer of scheduled hearings.

C.4. 7.4.4.　　Automatically send an electronic notification to the enforcement agency of scheduled hearings.

C.4. 7.5.　Interpreter Schedule

To facilitate the presence of interpreters, maintain and communicate a schedule of hearings for the interpreters.

C.4. 7.5.1.　　Maintain availability schedule for interpreters.

C.4. 7.5.2.　　Use the availability schedule of the interpreter when scheduling hearings where the presence of the interpreter is needed.

C.4. 7.5.3.　　Automatically send an electronic notification to the interpreter of scheduled hearings.

C.4. 7.6.　Scheduling

To service citizens who request adjudication hearings, maintain a schedule defining when a citizen should be available for a review.

C.4. 7.6.1.　　Maintain a schedule for all hearings

C.4. 7.6.2.　　Automatically schedule the hearing based on the availability of the officer(s) who issued the ticket(s).

C.4. 7.6.3.　　Automatically schedule the hearing based on the availability of an interpreter if needed.

C.4. 7.6.4.　　Enable the plaintiff to define a preferred hearing site.

C.4. 7.6.5.　　Default a scheduled hearing to the first available time.

C.4. 7.6.6.　　Enable the plaintiff to reschedule a hearing.

C.4. 7.6.7.　　Enable manual change of a hearing time.

C.4. 7.6.8.　　Enforce a limit on the number of times a plaintiff can reschedule a hearing.

C.4. 7.7.　Notification

To communicate information, status, and decisions to the citizen, integrate with the third-party notification function. The application uses a notification system to format and distribute correspondence.

C.4. 7.7.1. Generate notice when the application denies a request for adjudication.

C.4. 7.7.1.1. Gather information needed for a notice.

C.4. 7.7.1.2. Assign notice type. (The notification system owns and maintains these types.)

C.4. 7.7.1.3. Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 7.7.1.4. Assign delivery type. (The notification system owns and maintains these types.)

C.4. 7.7.1.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 7.7.1.6. Automatically pass it to the third-party notification system.

C.4. 7.7.2. Generate notice when the adjudicator enters a disposition in a case.

C.4. 7.7.2.1. Gather information needed for a notice.

C.4. 7.7.2.2. Assign notice type. (The notification system owns and maintains these types.)

C.4. 7.7.2.3. Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 7.7.2.4. Assign delivery type. (The notification system owns and maintains these types.)

C.4. 7.7.2.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 7.7.2.6. Automatically pass it to the notification system.

C.4. 7.7.3.   Generate notice when the application schedules a hearing.

    C.4. 7.7.3.1.   Gather information needed for a notice.

    C.4. 7.7.3.2.   Assign notice type. (The notification system owns and maintains these types.)

    C.4. 7.7.3.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

    C.4. 7.7.3.4.   Assign delivery type. (The notification system owns and maintains these types.)

    C.4. 7.7.3.5.   Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

    C.4. 7.7.3.6.   Automatically pass it to the notification system.

C.4. 7.7.4.   Generate notice when the plaintiff fails to appear for a scheduled hearing.

    C.4. 7.7.4.1.   Gather information needed for a notice.

    C.4. 7.7.4.2.   Assign notice type. (The notification system owns and maintains these types.)

    C.4. 7.7.4.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

    C.4. 7.7.4.4.   Assign delivery type. (The notification system owns and maintains these types.)

    C.4. 7.7.4.5.   Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

    C.4. 7.7.4.6.   Automatically pass it to the notification system.

C.4. 7.7.5.   Generate notice when the application reschedules a hearing.

    C.4. 7.7.5.1.   Gather information needed for a notice.

C.4. 7.7.5.2.   Assign notice type. (The notification system owns and maintains these types.)

C.4. 7.7.5.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 7.7.5.4.   Assign delivery type. (The notification system owns and maintains these types.)

C.4. 7.7.5.5.   Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 7.7.5.6.   Automatically pass it to the notification system.

C.4. 7.7.6.   Generate notice when the plaintiff has exceeded its limits for the number of times the plaintiff can reschedule a hearing.

C.4. 7.7.6.1.   Gather information needed for a notice.

C.4. 7.7.6.2.   Assign notice type. (The notification system owns and maintains these types.)

C.4. 7.7.6.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 7.7.6.4.   Assign delivery type. (The notification system owns and maintains these types.)

C.4. 7.7.6.5.   Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 7.7.6.6.   Automatically pass it to the notification system.

C.4. 7.8.   Post Decision Activities

C.4. 7.8.1.   Automatically resume treatment schedule for ticket when adjudication disposition is unfavorable to the plaintiff.

C.4. 7.8.2.   Automatically close a ticket when adjudication disposition is favorable to the plaintiff.

C.4. 7.8.3.   Capture disposition code, notes from the adjudicator, and date and time of resolution when a hearing adjudication is resolved.

C.4. 7.8.4.   Include disposition code, notes from the adjudicator, and date and time of resolution in the case folder.

C.4. 7.8.5.   Enable the adjudicator to waive or reduce a ticket fine.

C.4. 7.8.6.   Enable the adjudicator to waive or reduce a fee associated with a ticket.

C.4. 7.8.7.   Automatically provide final disposition letter to the plaintiff.

C.4. 7.9.   Miscellaneous

C.4. 7.9.1.   Enable a plaintiff to contest multiple tickets for multiple vehicles in a single hearing. All tickets are included in a single case folder.

C.4. 7.9.2.   Facilitate online access to the case folder.

C.4. 8.   APPEAL

After an adjudicator has heard a case, the citizen may appeal the decision. The citizen submits a request for appeal by mail, telephone, online, or in person. The Appeals Court then reviews the appeal behind closed doors. Unless otherwise noted, the contractor shall:

C.4. 8.1.   Appeal Request

Accept and process appeal requests.

C.4. 8.1.1.   Ensure that a ticket is eligible for appeal based on how long after the hearing disposition the hearing request is filed. (For mail-in requests, the appeal is filed on the date the request is postmarked. For walk-in requests, the appeal is filed on the date citizen appears to make the request. For telephone requests, the appeal is filed on the date the citizen calls to make the request. For online requests, the appeal is filed on the date the citizen makes the online request.)

C.4. 8.1.2.   Ensure that a ticket is eligible for appeal based on whether the plaintiff has fulfilled its financial obligation relating to the ticket it wants to appeal.

C.4. 8.1.2.1.   Plaintiff has paid all fines and fees associated with the ticket.

C.4. 8.1.2.2.   Plaintiff has paid the appeal fee.

C.4. 8.1.2.3.   Plaintiff has paid any transcript fees associated with the appeal.

C.4. 8.1.3.   Make a transcript request for appeals regarding tickets for moving infractions.

C.4. 8.1.4.   Automatically update the disposition code to indicate that the appeal is dismissed if the plaintiff has not been able to satisfy the preconditions for appeal before the end of the appeal's period.

C.4. 8.1.5.   Automatically update the disposition code to indicate that the appeal is processed if the plaintiff has satisfied the preconditions for appeal before the end of the appeal's period.

C.4. 8.2.   Case Folder

To ease the review process of during hearings, assemble and store a folder that contains all information regarding one or more tickets that are heard together.

C.4. 8.2.1.   Use the same case folder for the appeal review as was created for the adjudication review.

C.4. 8.3.   Queues

To organize and manage the appeals process, maintain a queue or schedule for appeals.

C.4. 8.3.1.   Maintain a schedule or queue for cases reviewed by the Appeals Court.

C.4. 8.3.2.   Maintain definable thresholds for the number of cases in a queue.

C.4. 8.3.3.   Generate an alert for the supervisor when the number of cases in a queue exceeds the threshold.

C.4. 8.4.   Transcript

To ensure that all available information about a ticket is captured, maintain and store transcripts.

    C.4. 8.4.1.   Capture a copy of the court transcript.

C.4. 8.5.   Miscellaneous

    C.4. 8.5.1.   Enable a plaintiff to contest multiple tickets for multiple vehicles in a single hearing. All tickets are included in the same case folder.

    C.4. 8.5.2.   Provide online access to the case folder.

    C.4. 8.5.3.   Capture disposition code, and date and time of resolution when an appeal is resolved.

    C.4. 8.5.4.   Notify DMV of disposition code when an appeal is resolved.

C.4. 8.6.   Notification

To communicate information, status, and decisions to the citizen, support the notification function. The application uses a notification system to format and distribute correspondence.

    C.4. 8.6.1.   Generate a notice when the application accepted a request for appeal.

        C.4. 8.6.1.1.   Gather information needed for a notice.

        C.4. 8.6.1.2.   Assign notice type. (The notification system owns and maintains these types.)

        C.4. 8.6.1.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

        C.4. 8.6.1.4.   Assign delivery type. (The notification system owns and maintains these types.)

        C.4. 8.6.1.5.   Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

        C.4. 8.6.1.6.   Automatically pass it to the notification system.

    C.4. 8.6.2.   Generate a notice when the application dismisses a request for appeal.

        C.4. 8.6.2.1.   Gather information needed for a notice.

C.4. 8.6.2.2.   Assign notice type. (The notification system owns and maintains these types.)

C.4. 8.6.2.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 8.6.2.4.   Assign delivery type. (The notification system owns and maintains these types.)

C.4. 8.6.2.5.   Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 8.6.2.6.   Automatically pass it to the notification system.

C.4. 8.6.3.   Generate a notice when the judge enters a disposition for an appeal.

C.4. 8.6.3.1.   Gather information needed for a notice.

C.4. 8.6.3.2.   Assign notice type. (The notification system owns and maintains these types.)

C.4. 8.6.3.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 8.6.3.4.   Assign delivery type. (The notification system owns and maintains these types.)

C.4. 8.6.3.5.   Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 8.6.3.6.   Automatically pass it to the notification system.

C.4. 8.6.4.   Generate a notice when the plaintiff fails to appear for an appeal.

C.4. 8.6.4.1.   Gather information needed for a notice.

C.4. 8.6.4.2.   Assign notice type. (The notification system owns and maintains these types.)

C.4. 8.6.4.3.   Assign any insert identifier. (The notification system owns and maintains these identifiers.)

44

C.4. 8.6.4.4.   Assign delivery type. (The notification system owns and maintains these types.)

C.4. 8.6.4.5.   Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 8.6.4.6.   Automatically pass it to the notification system.

C.4. 9.   CORRESPONDENCE

To fulfill its tasks to assist in the ticketing process, store information on all incoming and outgoing correspondence. The functions as written in this section pertain to tracking correspondence. Unless otherwise noted, the contractor shall:

C.4. 9.1.   Tracking Correspondence

To support the adjudication process, capture all correspondence.

C.4. 9.1.1.   Track each notice as the application generates it.

C.4. 9.1.2.   Facilitate the capture of outgoing correspondence.

C.4. 9.1.3.   Facilitate the imaging and capture of conventional incoming correspondence.

C.4. 9.1.4.   Facilitate the capture of incoming electronic correspondence.

C.4. 9.1.5.   Facilitate the capture of telephone correspondence.

C.4. 9.1.6.   Capture postmarked mailing date, correspondence type, name of sender, and address of sender.

C.4. 9.1.7.   Facilitate the linkage of correspondence information to a ticket number.

C.4. 9.1.8.   Facilitate the linkage of correspondence information to a vehicle registration.

C.4. 9.1.9.   Facilitate the linkage of correspondence information to a driver's license.

C.4. 10. PARKING ENFORCEMENT

Assist the traffic enforcement officer in gathering ticket information. The functions as written in this section pertain to the parking enforcement. The contractor shall provide the following functionality for wireless handheld devices and MDC/MDT devices:

C.4. 10.1. Gather Information

Capture information in the most efficient manner.

C.4. 10.1.1.   Automatically fill in sighting information from DESTINY if D.C. vehicle or NCIC if non-D.C. vehicle or manually if neither.

C.4. 10.1.2.   Request infraction information from officer: infraction type and parking meter number.

C.4. 10.1.3.   Automatically fill in additional infraction information: infraction description, amount of fine, and ticket number.

C.4. 10.1.4.   Request citizen comments and official comments from officer.

C.4. 10.1.5.   Facilitate editing of ticket information before issuance.

C.4. 10.2. Other Infractions

When traffic tickets are issued, check to see if the vehicle is eligible for other tickets.

C.4. 10.2.1.   Automatically determine if the vehicle registration owner's record warrants tickets for other infractions.

C.4. 10.2.1.1. Determine if law enforcement wants the vehicle.

C.4. 10.2.1.2. Determine if the vehicle tag number belongs to the vehicle on which it is present.

C.4. 10.2.1.3. Determine if the vehicle is eligible for booting or towing.

C.4. 10.2.1.4. Determine if the vehicle in its current location is violating any parking restrictions.

C.4. 10.2.1.5. Determine if the vehicle was towed to its current location. If so, the vehicle is generally not eligible for further tickets resulting from the vehicle's location.

C.4. 10.2.1.6. Determine if the vehicle registration has expired.

C.4. 10.2.1.7. Determine if the vehicle is uninsured.

C.4. 10.2.2. Notify the traffic enforcement officer if the vehicle warrants tickets for other infractions.

C.4. 10.2.3. Provide the capability to automatically generate a ticket if certain conditions are met.

C.4. 10.2.3.1. Provide the capability to automatically generate a ticket if the vehicle registration has expired.

C.4. 10.2.3.2. Provide the capability to automatically generate a ticket if the vehicle is uninsured.

C.4. 10.3. Ticket Reassignment

To allow fleet program participants to transfer parking ticket to the driver of the vehicle, provide functionality to reassign the responsible party.

C.4. 10.3.1. Provide capability for reassignment of parking enforcement tickets that are issued to a vehicle registered by a participant of the fleet program to the driver's license holder on the request of the fleet program participant.

C.4. 10.3.2. Enable the reassignment of responsible party to be rolled back. This is necessary if the newly assigned responsible party denies responsibility.

C.4. 10.3.3. Assign treatment schedule to ticket when the application reassigns the ticket.

C.4. 10.4. Void Tickets

To prevent fraudulent behavior, capture information about voided tickets.

C.4. 10.4.1. Enable an enforcement officer to mark a ticket as void before issuance.

C.4. 10.4.2. Require entry of reason for voiding tickets.

C.4. 10.4.3. Retain ticket data for voided tickets.

C.4. 10.5. Drive Away

If a person leaves the parking infraction site before the enforcement officer can deliver the citation transaction, mark the ticket as un-issued.

C.4. 10.5.1.   Provide the capability to capture ticket information for un-issued tickets without assigning a treatment schedule to them.

C.4. 11. MOVING ENFORCEMENT

Assist the police officer in gathering ticket information. The functions as written in this section pertain to the moving enforcement. Unless otherwise noted, the contractor shall provide wireless handheld devices and MDCs with the following capability:

C.4. 11.1. Gather Information

C.4. 11.1.1.   Automatically fill in sighted vehicle information based on tag or VIN.

C.4. 11.1.2.   Automatically fill in driver information.

C.4. 11.1.3.   Automatically fill in infraction description, amount of fine and ticket number.

C.4. 11.1.4.   Allow enforcement officer to specify if the ticket is to be issued as a warning.

C.4. 11.1.5.   Request additional infraction information from officer.

C.4. 11.1.6.   Edit sighting location to ensure valid address.

C.4. 11.1.7.   Request citizen comments and official comments from officer.

C.4. 11.1.8.   Facilitate editing of ticket information before issuance.

C.4. 11.2. Other Infractions

Check to see if the vehicle or driver is eligible for other tickets.

C.4. 11.2.1.   Automatically determine if the driver's license holder's record warrants ticket for other infractions.

C.4. 11.2.1.1. Determine if the driver is defined to be a problem driver, if driver information is available.

C.4. 11.2.1.2. Notify the traffic enforcement officer if the driver is defined to be a problem driver.

C.4. 11.2.1.3. Provide the capability to automatically generate a ticket if the driver is defined to be a problem driver.

C.4. 11.2.2. Automatically determine if the vehicle registration owner's record warrants ticket for other infractions.

C.4. 11.2.2.1. Determine if law enforcement wants the vehicle.

C.4. 11.2.2.2. Determine if the vehicle tag number belongs to the vehicle on which it is present.

C.4. 11.2.2.3. Determine if the vehicle is eligible for booting or towing.

C.4. 11.2.2.4. Determine if the vehicle in its current location is violating any parking restrictions.

C.4. 11.2.2.5. Determine if the vehicle was towed to its current location. If so, the vehicle is generally not eligible for further tickets resulting from the vehicle's location.

C.4. 11.2.2.6. Determine if the vehicle registration has expired.

C.4. 11.2.2.7. Determine if the vehicle is uninsured.

C.4. 11.2.3. Notify the traffic enforcement officer if the vehicle warrants tickets for other infractions.

C.4. 11.2.4. Provide the capability to automatically generate a ticket if certain conditions are met.

C.4. 11.2.4.1. Provide the capability to automatically generate a ticket if the vehicle registration has expired.

C.4. 11.2.4.2. Provide the capability to automatically generate a ticket if the vehicle is uninsured.

C.4. 11.3. Warnings

To assist enforcement officers in tracking whether individuals are eligible for warnings, track and report information on previous warnings.

C.4. 11.3.1. Determine if the driver has previously been issued a warning.

C.4. 11.3.2. Notify the enforcement officer if a driver has previously been issued a warning.

C.4. 11.3.3. Prevent the enforcement officer from issuing a second warning, unless the officer actively overrides the limitation. Record and track the usage of such overrides.

C.4. 11.4. Ticket Reassignment

To allow citizens to blame somebody else for moving tickets generated by an automated traffic enforcement tickets, provide functionality to reassign the responsible party.

C.4. 11.4.1. Facilitate the reassignment of moving enforcement tickets that are issued to a vehicle registration to the driver's license holder on the request of the vehicle registration owner.

C.4. 11.4.2. Enable the reassignment of responsible party to be rolled back. This is necessary if the newly assigned responsible party denies responsibility.

C.4. 11.4.3. Assign treatment schedule to ticket when the application reassigns the ticket.

C.4. 11.5. Void Tickets

To prevent fraudulent behavior, capture information about voided tickets.

C.4. 11.5.1. Enable an enforcement officer to mark a ticket as void before issuance.

C.4. 11.5.2. Require entry of reason for voiding tickets.

C.4. 11.5.3. Retain ticket data for voided tickets.

C.4. 12. HANDWRITTEN TICKET ISSUANCE

Capture and process handwritten tickets. The functions in this section pertain to the process of data entry by a data entry clerk. Unless otherwise noted, the contractor shall:

C.4. 12.1. Gather Information

The application captures information from handwritten tickets.

C.4. 12.1.1. Capture image of handwritten tickets.

C.4. 12.1.2. Capture information on handwritten ticket.

C.4. 12.1.2.1. Capture information pertaining to the parking infraction.

C.4. 12.1.2.2. Capture information pertaining to the moving infraction.

C.4. 12.1.2.3. Capture information pertaining to the moving warning.

C.4. 12.1.2.4. Capture information pertaining to a voided ticket.

C.4. 12.1.3. Read ticket information from ticket (using Optical Character Recognition (OCR)): ticket number.

C.4. 12.1.4. Use imaging technology to automate data capture.

C.4. 12.1.5. Notify the ticket stock inventory system about the receipt of processed tickets.

C.4. 12.2. Ticket Numbers

Ensure that ticket numbers are unique.

C.4. 12.2.1. Ensure that the system generated ticket numbers do not duplicate the ticket numbers in the manual ticket books.

C.4. 13. VEHICLE TIME TRACKING

There are currently four situations where a traffic enforcement officer tracks vehicles: enforcing time restrictions on metered parking, enforcing time restrictions on zoned parking, enforcing registration functions, and identifying abandoned vehicles.

To assist traffic enforcement officer in enforcing time restrictions on parking, note when the traffic enforcement officer first sights a vehicle that is parked in an area with time restriction. Notify the traffic enforcement officer when the vehicle is about to enter a time infraction.

D.C. Municipal Regulations require that all vehicle owners and operators who house vehicles within the District of Columbia register the vehicles in the District of Columbia unless exempted from such functions. The first time a traffic enforcement officer observes a vehicle with out of state tags, the application adds it to the list of tracked vehicles. A further observation of the vehicle results in a warning notice. Still further observations after the warning period result in the issuance of tickets.

To manage possible abandoned vehicles, track sightings of vehicles parked in a residential area without proper parking permits. After a specified period,

notify a traffic enforcement officer. If the vehicle is still located in the same place, it is classified as abandoned.

To assist in the registration requirement enforcement, track the whereabouts of vehicles over a period. The functions as written in this section pertain to the tracking of potential time infractions. Unless otherwise noted, the contractor shall wireless handheld devices and MDCs with the following capability:

C.4. 13.1. Tracking Schedule

Facilitate the tracking of vehicles over time.

C.4. 13.1.1. Provide the capability to define wait times, or periods of no action. During this period, a traffic enforcement officer may confirm the presence or absence of the vehicle. This allows a vehicle owner to avert a situation where he/she might be entering into a violation. Two examples: (1) when tracking vehicles to make sure they do not exceed allowed parking duration, a citizen can move his vehicle before he/she is in violation; (2) when a vehicle housed within the District of Columbia has been given a warning for not being registered in the district, there is a period after the warning but before a ticket is issued, during which the citizen can either register the vehicle or obtain an exemption.

C.4. 13.1.1.1. Provide the capability to define the period as having a specific duration.

C.4. 13.1.1.2. Provide the capability to define the period as having an indefinite duration.

C.4. 13.1.1.3. Provide the capability to request a confirmation on the presence or absence of a vehicle from a traffic enforcement officer.

C.4. 13.1.1.4. Provide the capability to define whether the tracking of a vehicle should proceed to the next period or continue in the current period based on the confirmed presence or absence of a vehicle.

C.4. 13.1.1.5. Provide the capability to define whether the tracking of a vehicle should stop based on the confirmed presence or absence of a vehicle.

C.4. 13.1.1.6. Prevent tracking actions from being taken on the vehicle during a no-action period. For example, the application prevents a traffic enforcement officer from declaring a vehicle abandoned unless it has been tracked for an appropriate period. If a vehicle is tracked for several different infractions, a traffic enforcement officer can take action according to one tracking process even though another tracking process is in a no-action period.

C.4. 13.1.1.7. Provide the capability to define the frequency by which a vehicle is checked on or sought.

C.4. 13.1.2. Provide the capability to define periods during which action is sought. During this period, a traffic enforcement officer tries to determine if a vehicle is in violation of a traffic law.

C.4. 13.1.2.1. Provide the capability to define the period as having a specific duration.

C.4. 13.1.2.2. Provide the capability to define the period as having an indefinite duration.

C.4. 13.1.2.3. Provide the capability to request a confirmation on the presence or absence of a vehicle from a traffic enforcement officer.

C.4. 13.1.2.4. Provide the capability to define whether the tracking of a vehicle should proceed to the next period or continue in the current period based on the confirmed presence or absence of a vehicle.

C.4. 13.1.2.5. Provide the capability to define whether the tracking of a vehicle should stop based on the confirmed presence or absence of a vehicle.

C.4. 13.1.2.6. Provide the capability to define an action based on the confirmed presence or absence of a vehicle.

C.4. 13.1.2.7. Provide the capability to define the frequency by which a vehicle is checked on or sought during a period.

C.4. 13.1.3.   Define a tracking action through the infraction code.

C.4. 13.2. Gather Information

C.4. 13.2.1.   Edit sighting location to ensure valid address

C.4. 13.2.2.   Automatically assign a tracking schedule to the sighting.

C.4. 13.3. Tracking

To maximize the effectiveness of vehicle tracking, coordinate the vehicle tracking across enforcement officers.

C.4. 13.3.1.   Coordinate vehicle tracking across all traffic enforcement officers.

C.4. 13.3.2.   Coordinate the delivery of notifications for all vehicles in close proximity that need to be checked on during the same period.

C.4. 13.3.3.   Inform the officer of the location of the tracked vehicle.

C.4. 13.3.4.   Enable browsing of tracked vehicles by remaining time.

C.4. 13.3.5.   Enable browsing of tracked vehicles by sighting location.

C.4. 14. TRACKING TRAFFIC ENFORCEMENT OFFICERS

Make assignments to traffic enforcement officers based on proximity; continuously update the location of traffic enforcement officers. Unless otherwise noted, the contractor shall provide wireless handheld devices and MDCs that shall:

C.4. 14.1. Tracking Officers

C.4. 14.1.1.   Accept and capture traffic enforcement officer location information: location (longitude and latitude coordinates), date and time, badge id, beat number, and agency.

C.4. 15. BOOTING

Manage the booting process. The functions as written in this section pertain to the booting enforcement. Unless otherwise noted, the contractor shall provide wireless handheld devices and MDCs that shall:

C.4. 15.1. Gather information

The application captures information in the most efficient manner.

C.4. 15.1.1.   Edit sighting location to ensure valid address.

C.4. 15.1.2.   Request infraction information from officer: infraction type and parking meter number.

C.4. 15.1.3.   Request boot information from officer.

C.4. 15.1.4.   Request citizen comments and official comments from officer.

C.4. 15.1.5.   Automatically fill in release date and time, and release officer, if entry is marked as a release entry.

C.4. 15.2. Boot Eligibility

Determine if a vehicle is eligible for booting.

C.4. 15.2.1.   Enable the assignment of one or more evaluation rules to a tracking type.

C.4. 15.2.2.   Automatically determine when vehicles are eligible for booting.

C.4. 15.3. Boot Queue

To simplify the job for the boot crews, maintain a boot queue.

C.4. 15.3.1.   Maintain a queue of vehicles that are eligible for booting.

C.4. 15.3.2.   Maintain a queue of vehicles that are eligible for boot release.

C.4. 15.3.3.   Automatically assign boot jobs to boot crew based on proximity to location.

C.4. 15.3.4.   Color code the boot entries in the boot queue based on sighting location.

C.4. 15.3.5.   Enable boot crew to sign on for boot assignments.

C.4. 15.3.6.   Enable boot crew to dismiss boot assignments.

C.4. 15.3.7.   Enable reassignment of boot assignments from one boot release crew to another.

C.4. 15.4. Tow Eligibility

C.4. 15.4.1.   Automatically determine if a booted vehicle is eligible for towing based how long it has been booted.

C.4. 15.4.2.   Consider business days on the calendar when determining if the vehicle is tow eligible.

C.4. 15.4.3.   Automatically notify the towing system when a booted vehicle becomes tow eligible.

C.4. 15.5. Fee

There is a fee associated with booting a vehicle.

C.4. 15.5.1.   Provide the capability to apply a booting fee to a vehicle.

C.4. 15.6. Display

The application presents information in a manner that allows the viewer to accomplish its task in the most efficient manner.

C.4. 15.6.1.   Display the boot queue

C.4. 15.6.2.   Enable the user to view vehicle information: fines, fees, hearing dispositions, payments, including boot and boot eligible data on other vehicles registered to the same name and address.

C.4. 15.6.3.   Facilitate searches based on boot eligibility.

C.4. 15.6.4.   Sort on eligibility level (size of outstanding balance).

C.4. 15.6.5.   Enable a user to print displayed information.

C.4. 15.6.6.   Enable a user to export displayed information to a file that can later be imported in other applications, such as spreadsheets and documents, for documentation and analysis.

C.4. 15.7. Boot Release

When an owner satisfies the conditions that led to the boot, the boot crew releases the boot on the owner's vehicle.

C.4. 15.7.1.   Automatically place vehicles in the release queue when they are eligible for release.

C.4. 15.7.2.   Show in the boot queue vehicles that are eligible for boot release.

C.4. 15.7.3.   Automatically assign release jobs to boot crews based on proximity to location.

C.4. 15.7.4.   Prioritize boot release assignments at a higher level than boot assignments.

C.4. 15.7.5.   Enable boot crew to sign on for release assignments.

C.4. 15.7.6.   Enable boot crew to dismiss release assignments.

C.4. 15.7.7.   Enable reassignment of a boot release from one boot release crew to another.

C.4. 16.   TOWING AND IMPOUNDMENT

Support the towing and impoundment process. The functions as written in this section pertain to the towing and impoundment process. Unless otherwise noted, the contractor shall:

C.4. 16.1.   Towing

The application determines if a vehicle is eligible for towing.

C.4. 16.1.1.   Automatically determine if a vehicle is eligible for towing. A vehicle is eligible for towing if the type of infraction defines that DPW must tow the vehicle.

C.4. 16.1.2.   Automatically determine if a vehicle is eligible for towing. A vehicle is eligible for towing if DPW has booted it for a certain period.

C.4. 16.1.3.   Automatically notify the towing system about vehicles that are tow eligible.

C.4. 16.1.4.   Automatically notify the towing system about vehicles that are eligible for release. Vehicles are eligible for release when all outstanding tickets are paid or adjudicated.

C.4. 16.2.   Fees

There is a fee associated with towing and storing a vehicle.

C.4. 16.2.1.   Obtain towing fee from towing system.

C.4. 16.2.2.   Obtain storage fee from towing system.

C.4. 17.   FLEET PROGRAM

Manage the fleet programs for ticket processing. The functions as written in this section pertain to the governmental, commercial, and rental fleet programs. Unless otherwise noted, the contractor shall:

C.4. 17.1.   Status Reports

Use a notification system to notify fleet program members about their regularly scheduled reports.

> C.4. 17.1.1. Generate a regularly scheduled notice to the certifying official about the availability of a new report.
>
> > C.4. 17.1.1.1. Gather information needed for a notice (including a link to the consolidated ticket information).
> >
> > C.4. 17.1.1.2. Assign notice type. (The notification system owns and maintains these types.)
> >
> > C.4. 17.1.1.3. Assign any insert identifier. (The notification system owns and maintains these identifiers.)
> >
> > C.4. 17.1.1.4. Assign delivery type. (The notification system owns and maintains these types.)
> >
> > C.4. 17.1.1.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.
> >
> > C.4. 17.1.1.6. Automatically pass it to the notification system.

C.4. 17.2. Miscellaneous

> C.4. 17.2.1. Exempt fleet vehicles from booting.

C.4. 18. REMOTE DEVICES – GENERAL

Capture and process information gathered with remote devices, such as handheld devices and mobile data units. The functions as written in this section pertain to modular handheld devices, wireless handheld devices, and MDCs and the function of these remote devices. Unless otherwise noted, the contractor shall provide remote devices with the following capability:

C.4. 18.1. Security

To ensure the integrity of information, authorizes persons who want access to information.

> C.4. 18.1.1. Facilitate secure access using user identification and password.
>
> C.4. 18.1.2. Facilitate secure access to any remote device using user identification and password.

C.4. 18.1.3.   Limit user access to one remote device at a time. The same user cannot be logged on to more than one device at a time.

C.4. 18.2. Gather Information

Capture information resulting from any activities relating to parking or moving enforcement.

C.4. 18.2.1.   Gather information pertaining to parking enforcement.

C.4. 18.2.2.   Gather information pertaining to time tracking.

C.4. 18.2.3.   Gather information pertaining to moving enforcement.

C.4. 18.2.4.   Gather information pertaining to registration of out-of-state automobile enforcement (ROSA).

C.4. 18.2.5.   Gather information pertaining to boot enforcement.

C.4. 18.2.6.   Gather information pertaining to towing enforcement.

C.4. 18.2.7.   Gather information pertaining to meter functionality.

C.4. 18.3. Data Availability

To enable a parking or traffic enforcement officer to effectively enforce parking and moving restrictions, provide access to vital information.

C.4. 18.3.1.   Have access to up-to-date vehicle registration information.

C.4. 18.3.2.   Have access to up-to-date driver's license information.

C.4. 18.3.3.   Have access to up-to-date problem driver information.

C.4. 18.3.4.   Have access to up-to-date residential parking zone information.

C.4. 18.3.5.   Have access to up-to-date infraction type data.

C.4. 18.3.6.   Have access to up-to-date ticket forms.

C.4. 18.3.7.   Have access to up-to-date meter inventory information.

C.4. 18.4. Inquiry

Present information in a manner that allows the traffic enforcement officers to accomplish their tasks in the most efficient manner.

C.4. 18.4.1.   Provide capability to inquire on vehicles.

C.4. 18.4.1.1. Inquire on vehicle based on vehicle tag number.

C.4. 18.4.1.2. Inquire on vehicle based on Vehicle Identification Number (VIN).

C.4. 18.4.2. Facilitate retrieval of vehicle activity information. Vehicle activity information includes information about tracking activities and ticketing activities. This inquiry may return information the activities on zero, one, or many vehicles depending on the scope of the inquiry request.

C.4. 18.4.2.1. Retrieve vehicle activity information based on vehicle tag number.

C.4. 18.4.2.2. Retrieve vehicle activity information based on Vehicle Identification Number (VIN).

C.4. 18.4.2.3. Retrieve vehicle activity information based on ticket number.

C.4. 18.4.2.4. Retrieve vehicle activity information based on sighting location.

C.4. 18.4.2.5. Retrieve vehicle activity information based on badge id.

C.4. 18.4.2.6. Retrieve vehicle activity information based on date and time.

C.4. 18.4.2.7. Retrieve vehicle activity information based on any combinations of these parameters.

C.4. 18.5. Service Requests

To assist in the maintenance of parking meters, allow the parking officer to report problems with parking meter equipment.

C.4. 18.5.1. Generate parking meter service requests.

C.4. 18.6. Printing

Provide the capability to print tickets.

C.4. 18.6.1. Print of tickets on location.

C.4. 18.6.2. Reprint of tickets.

C.4. 18.6.3. Capture information about printing and reprinting of tickets.

C.4. 18.6.4. Allow for printing on preprinted forms.

C.4. 18.6.5.   Provide automatic alignment on preprinted forms.

C.4. 18.6.6.   Allow for printing on blank stock.

C.4. 18.6.7.   Allow printing of multiple tickets.

C.4. 18.7. Display

Present information in a manner that allows the viewer to accomplish tasks in the most efficient manner.

C.4. 18.7.1.   Enable browsing of vehicle activity information by sighting location, vehicle tag number, Vehicle Identification Number (VIN), driver's license number, badge id, date and time, or any combination these.

C.4. 18.8. Alerts

Alert the officer of things upon which the officer needs to act.

C.4. 18.8.1.   Sound a unique audible tone and give a visual indicator to notify the officer based on the type of notification received.

C.4. 18.8.2.   Display information relating to the notification on the remote device.

C.4. 18.9. User Interface

Present information in a manner that allows the viewer to accomplish tasks in the most efficient manner.

C.4. 18.9.1.   Provide fast, easy and, comfortable data entry.

C.4. 18.9.2.   Provide for issuance of tickets using an interview style procedure.

C.4. 18.9.3.   Visual Interface.

C.4. 18.9.3.1. Enable the officer to view information on a screen.

C.4. 18.9.3.2. Supply a browser interface.

C.4. 18.9.3.3. Utilize dropdown menus and write-ahead components.

C.4. 18.9.4.   Manual Interface.

C.4. 18.9.4.1. Enable the officer to enter data manually using a keyboard, stylus, or audible interface.

C.4. 19. REMOTE DEVICES – MODULAR HANDHELD DEVICE

Capture information gathered by modular handheld devices. The traffic enforcement officer checks-out the modular devices before he/she goes on his beat, gathers information about parking infraction, and check-in the device at the end of the beat. At the time when the device is checked-in, capture information from the modular handheld device by downloading it. The functions as written in this section pertain to the modular handheld device and the function of the modular handheld device. Unless otherwise noted, the contractor shall provide modular handheld devices that:

C.4. 19.1. Gather Information

Facilitate the capture of information in a manner that allows the parking or traffic enforcement officer to accomplish tasks in the most efficient manner.

 C.4. 19.1.1. Retain data to reduce duplicating of data entry when re-ticketing for multiple infractions.

C.4. 19.2. Data Availability

To enable a parking or traffic enforcement officer to effectively enforce parking and moving restrictions, provide access to vital information.

 C.4. 19.2.1. Store vehicle tag numbers of vehicles for which the police is looking.

 C.4. 19.2.2. Store vehicle tag numbers of vehicles that are eligible for booting.

 C.4. 19.2.3. Store vehicle tag numbers of vehicles that are eligible for towing.

C.4. 20. REMOTE DEVICES – WIRELESS HANDHELD DEVICE

Capture information gathered by wireless handheld devices. The traffic enforcement officer checks-out the wireless devices before going on the beat, gathers information about parking infraction, and checks-in the device at the end of the beat. However, the application continuously communicates with the device, capturing information as the traffic enforcement officer captures it. The functions as written in this section pertain to the wireless handheld device and the function of the wireless handheld device. Unless otherwise noted, contractor shall provide wireless handheld devices that:

C.4. 20.1. Safety

Ensure the safety of the parking and traffic enforcement officers.

C.4. 20.1.1.   Provide capability to request for police assistance (use of panic button).

C.4. 20.1.1.1. Automatically notify law enforcement dispatch system when a traffic enforcement officer presses the panic button.

C.4. 20.1.1.2. Provide location information when notifying third-part law enforcement dispatch system.

C.4. 20.1.2.   Provide capability to request for assistance from DPW.

C.4. 20.2.   Wireless Real-Time Access

Support the communication between the handheld device and the application server.

C.4. 20.2.1.   Support wireless real-time access to the application server.

C.4. 20.3.   Global Positioning System (GPS)

To minimize data entry for parking and traffic enforcement officers, automatically captures latitude and longitude coordinates.

C.4. 20.3.1.   Capture coordinates information from GPS unit.

C.4. 20.3.2.   Periodically pass traffic enforcement officer location information to the application server (longitude and latitude coordinates).

C.4. 20.3.3.   Pass sighting location (longitude and latitude coordinates).

C.4. 20.3.4.   Pass location of traffic enforcement officer when it presses the panic button (longitude and latitude coordinates).

C.4. 21. REMOTE DEVICES – MOBILE DATA UNIT

Capture information gathered by Mobile Data Unit. The mobile data unit is placed in a booting, towing, or police vehicle. As with the wireless handheld device, the application continuously communicates with the mobile data unit, capturing information as the officer captures it. The functions as written in this section pertain to the mobile data unit and the function of the unit. Unless otherwise noted, the contractor shall provide mobile data units that provide the following capability:

C.4. 21.1. Safety

Ensure the safety of the parking and traffic enforcement officers.

C.4. 21.1.1. Facilitate request for police assistance (use of panic button).

C.4. 21.1.1.1. Automatically notify law enforcement dispatch system when a traffic enforcement officer presses the panic button.

C.4. 21.1.1.2. Provide location information when notifying third-part law enforcement dispatch system.

C.4. 21.1.2. Facilitate request for assistance from DPW.

C.4. 21.2. Wireless Real-Time Access

Support the communication between the handheld device and the application server.

C.4. 21.2.1. Facilitate wireless real-time access to the application server.

C.4. 21.3. Global Positioning System (GPS)

To minimize data entry for parking and traffic enforcement officers, automatically captures latitude and longitude coordinates.

C.4. 21.3.1. Capture coordinates information from GPS device.

C.4. 21.3.2. Continuously send location information to the application server.

C.4. 22. REMOTE DEVICES – CAMERAS

Capture information gathered by Cameras. These are both red-light cameras permanently mounted at intersections and radar cameras that are at fixed sites or in radar vehicles.. Capture the ticket information from these digital cameras once the owner of the vehicle has been determined. The functions as written in this section pertain to the capture and use of images. Unless otherwise noted, the contractor shall:

C.4. 22.1. Capture Information from Camera

Capture information resulting from any activities relating to moving enforcement.

C.4. 22.1.1.   Capture infraction information directly from the digital camera: images, camera identification, date and time, sighting location, infraction type, maximum allowable vehicle speed, speed of the vehicle, maximum allowable vehicle height, height of vehicle, reliability information, badge id (for radar cameras), beat number, and agency.

22.1.2   Capture images for non-digital cameras once processed (i.e., wet film).

C.4. 22.2. Review Process

An officer from MPD may review and approve the issuance of a ticket resulting from an infraction captured by a traffic camera.

C.4. 22.2.1.   Manage the MPD review and approval process.

C.4. 22.2.2.   Allow a user to view digital images to determine vehicle tag numbers. (Browser interface.)

C.4. 22.2.3.   Capture the vehicle tag numbers that the user enters.

C.4. 22.2.4.   Deliver the infraction report to MPD.

C.4. 22.2.5.   Allow a police officer to review the image and approve or reject the vehicle tag number the user entered. (Browser interface.)

C.4. 22.2.6.   Capture information pertaining to the police review: approved/rejected status, reason for rejection, and badge number of the reviewer.

C.4. 22.2.7.   Use imaging technology to automatically determine and capture vehicle tag number from camera image.

C.4. 22.2.8.   Compare the vehicle tag number it determined with the vehicle tag number the user entered. Flag discrepancies for review by supervisor.

C.4. 22.3. Notification

Send the traffic ticket captured from a traffic camera to the vehicle registration owner.

C.4. 22.3.1.   Generate a notice of infraction.

C.4. 22.3.1.1. Gather information needed for a notice.

C.4. 22.3.1.2. Assign notice type. (The notification system owns and maintains these types.)

C.4. 22.3.1.3. Assign any insert identifier. (The notification system owns and maintains these identifiers.)

C.4. 22.3.1.4. Assign delivery type. (The notification system owns and maintains these types.)

C.4. 22.3.1.5. Pass delivery address as defined by the delivery type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.

C.4. 22.3.1.6. Automatically pass it to the notification system.

C.4. 23. MAP-ENABLED OVERSIGHT

To facilitate the oversight of traffic enforcement activities, provide for the geographic display of application information. Unless otherwise noted, the application shall:

C.4. 23.1. Support Geographic Information System (GIS)

To facilitate the oversight of traffic enforcement activities, provide geographic information to the GIS system.

C.4. 23.1.1.   Have the capability to show the location of all traffic enforcement officers, boot crews, and tow crews at all times on a Geographic Information System (GIS).

C.4. 23.1.2.   Have the capability to locate any traffic enforcement officer, boot crew, and tow crew at all times on a Geographic Information System (GIS).

C.4. 23.1.3. Have the capability to show location of sighted vehicles on the District's Geographic Information System (GIS).

C.4. 23.1.4. Have the capability to locate any sighted vehicles on a Geographic Information System (GIS).

C.4. 23.1.5. Have the capability to view sighting details on a Geographic Information System (GIS).

C.4. 23.1.6. Have the capability to show location of ticketed vehicles on a Geographic Information System (GIS).

C.4. 23.1.7. Have the capability to show location of booted vehicles on a Geographic Information System (GIS).

C.4. 23.1.8. Have the capability to show location of boot eligible vehicles on a Geographic Information System (GIS).

C.4. 23.1.9. Have the capability to show location of tow eligible vehicles on a Geographic Information System (GIS).

C.4. 23.1.10. Have the capability to highlight location on a Geographic Information System (GIS) of traffic enforcement officers who have pressed a panic button.

C.4. 24. BOOT INVENTORY

Manage the boot inventory. Track the status and location of individual boots and ensure that they are maintained and serviced. The functions as written in this section pertain to the management of the boot inventory. Unless otherwise noted, the contractor shall:

C.4. 24.1. Maintenance

Manage the boot inventory.

C.4. 24.1.1. Capture and maintain boot identification, boot location, equipment status.

C.4. 24.1.2. Track and manage inventory of boots.

C.4. 24.1.3. Track the distribution of boots to boot teams.

C.4. 24.2. Equipment Servicing

Manage the maintenance of boots.

C.4. 24.2.1. Accept service requests from wireless equipment.

C.4. 24.2.2. Manage service request on equipment.

C.4. 25. DATA CAPTURE

To fulfill its tasks to assist in the ticketing process, Captures and manage information pertaining to ticket processing. The functions as written in this section pertain to the data that the application maintains. Unless otherwise noted, the contractor shall:

C.4. 25.1. Vehicle Information

Capture information about vehicles.

C.4. 25.1.1. Capture vehicle information: Vehicle Identification Number (VIN), vehicle make, and body style.

C.4. 25.1.2. Capture registration information: vehicle registration number, vehicle tag number, state, and registration expiration date.

C.4. 25.1.3. Capture information about whether or not the vehicle is registered in the fleet program and the company identification.

C.4. 25.2. Contact Information

Capture information about persons.

C.4. 25.2.1. Capture name information: first name, middle initial, last name, title, and organization.

C.4. 25.2.2. Capture address information: street, city, state, and zip.

C.4. 25.2.3. Capture telephone information: number, facsimile number, and cell phone number.

C.4. 25.2.4. Capture web information: e-mail address and Internet site.

C.4. 25.3. Driver Information

Captures information about drivers.

C.4. 25.3.1. Capture contact information.

C.4. 25.3.2. Capture personal information: birth date and social security number (SSN).

C.4. 25.3.3. Capture driver information: driver's license number, driver's license type, and state of issuance.

C.4. 25.4. Vehicle Registration Owner Information

Capture information about vehicle registration owners.

> C.4. 25.4.1.   Capture contact information.
>
> C.4. 25.4.2.   Capture personal information: birth date and social security number (SSN).
>
> C.4. 25.4.3.   Capture vehicle registration owner information: vehicle registrations.

C.4. 25.5. Sighting Information

Captures information about sightings of vehicles.

> C.4. 25.5.1.   Capture vehicle information.
>
> C.4. 25.5.2.   Capture sighting information: sighting location, private or public space, and sighting date and time.
>
> C.4. 25.5.3.   Capture officer information: badge id, beat number, and agency.

C.4. 25.6. Financial Transaction

Captures information about financial transactions.

> C.4. 25.6.1.   Capture the transaction identifier (ticket number).
>
> C.4. 25.6.2.   Capture charge information: posting date and time, monetary amount. The posting date and time is the time and date when the fine, fee, payment, refund, or write-off transaction is actually performed.
>
> C.4. 25.6.3.   Capture transaction information: transaction number, transaction vehicle, availability date and time, user id, agency, site, and purpose. The transaction number is the number that the payment system assigns to the transaction. The transaction vehicle can be a check number, a credit card number/expiration date, or some other identifier of the transaction vehicle. The availability date and time is the time and date the fine, fee, payment, refund, or write-off transaction is made available to the application. User id defines who posted the financial transaction. Purpose is the reason for the transaction.

C.4. 25.7. Adjudication

Capture information about adjudication dispositions.

    C.4. 25.7.1.   Capture hearing information: reason codes, scheduled date and time of hearing, and contact information for the clerk who approved the hearing.

    C.4. 25.7.2.   Capture contact information about the plaintiff.

    C.4. 25.7.3.   Capture resolution information for each ticket in the case folder.

        C.4. 25.7.3.1.   Capture resolution information: disposition code, date and time of resolution, and contact information for hearing examiner.

C.4. 25.8. Appeal

Capture information about adjudication dispositions.

    C.4. 25.8.1.   Capture hearing information: reason codes, scheduled date and time of hearing, and contact information for the clerk who approved the hearing.

    C.4. 25.8.2.   Capture contact information about the plaintiff.

    C.4. 25.8.3.   Capture resolution information for each ticket in the case folder.

        C.4. 25.8.3.1.   Capture resolution information: disposition code, date and time of resolution, and contact information for appeals examiner.

    C.4. 25.8.4.   Capture copy of transcript.

C.4. 25.9. Parking Enforcement

Capture information about parking enforcement actions.

    C.4. 25.9.1.   Capture sighting information.

    C.4. 25.9.2.   Capture infraction information: parking meter number, time marked, and infraction type.

    C.4. 25.9.3.   Capture owner information

    C.4. 25.9.4.   Capture purpose information: personal / authorized.

    C.4. 25.9.5.   Capture ticket information: ticket number.

    C.4. 25.9.6.   Enable an enforcement officer to mark a ticket as a drive away.

    C.4. 25.9.7.   Enable an enforcement officer to mark a ticket as void before issuance.

C.4. 25.9.8.   Capture comments: citizen comments and official comments.

C.4. 25.10. Moving Enforcement

Capture information about moving enforcement actions. This includes red-light, speeding, intersection enforcement safety devices,

 gridlock and height restriction infractions.

C.4. 25.10.1.   Edit sighting location for valid address.

C.4. 25.10.2.   Capture infraction information: images, camera identification, maximum allowable vehicle speed, speed of the vehicle, maximum allowable vehicle height, height of vehicle, reliability information, infraction type, and accident number.

C.4. 25.10.3.   Capture driver information.

C.4. 25.10.4.   Capture purpose information: personal / official use.

C.4. 25.10.5.   Capture ticket information: ticket number.

C.4. 25.10.6.   Enable an enforcement officer to mark a ticket as void before issuance.

C.4. 25.10.7.   Enable an enforcement officer to mark a ticket as a warning.

C.4. 25.10.8.   Capture comments: citizen comments and official comments.

C.4. 25.11. Time Restriction Tracking

The application captures tracking information for the enforcement of timed parking restrictions.

C.4. 25.11.1.   Capture sighting information.

C.4. 25.11.2.   Capture infraction information: residential parking zone and time vehicle becomes in violation.

C.4. 25.11.3.   Capture comments: citizen comments and official comments.

C.4. 25.11.4.   Establish calendar event for when vehicle becomes in violation.

C.4. 25.12. Booting

The application captures information about booting actions.

C.4. 25.12.1.   Capture sighting information.

C.4. 25.12.2. Capture vehicle owner information.

C.4. 25.12.3. Capture infraction information: reason code and booting fee.

C.4. 25.12.4. Capture boot information: boot identification.

C.4. 25.12.5. Capture comments: citizen comments and official comments.

C.4. 25.12.6. Enable an enforcement officer to mark an entry as release entry.

C.4. 25.12.7. Capture release information: release date and time, and releasing officer.

C.4. 25.12.8. Enable an enforcement officer to mark an entry as a boot escape entry.

C.4. 26. DISPLAY

Present information in a manner that allows the viewer to accomplish a task in the most efficient manner.

C.4. 26.1. General

Allow users alternate means to view displayed information.

C.4. 26.1.1. Provide browser interface for all information that is displayed.

C.4. 26.1.2. Enable a user to print displayed information.

C.4. 26.1.3. Enable a user to export displayed information to a file that can later be imported in other applications, such as spreadsheets and documents, for documentation and analysis.

C.4. 26.2. Vehicle Registration Information

Allow users to view vehicle registration information.

C.4. 26.2.1. Display vehicle registration information: vehicle information, vehicle registration information, registration owner's contact information, and driver's license number of registration owner.

C.4. 26.2.1.1. Facilitate retrieval of vehicle registration information based on Vehicle Identification Number (VIN).

72

C.4. 26.2.1.2. Facilitate retrieval of vehicle registration information based on vehicle tag number.

C.4. 26.2.2. Display list of vehicles.

C.4. 26.2.2.1. Facilitate retrieval of list of vehicles based on driver's license number of registration owner.

C.4. 26.3. Driver's License Information

Allow users to view driver's license information.

C.4. 26.3.1. Display license information: driver's license number, driver's license type, first name, middle initial, last name, street address, city, state, zip, telephone number, birth date, social security number, and e-mail address.

C.4. 26.3.1.1. Facilitate retrieval of driver's license information based on driver's license number.

C.4. 26.3.2. Display list of driver's licenses.

C.4. 26.3.2.1. Facilitate retrieval of driver's license information based on first, middle, and last name.

C.4. 26.3.2.2. Facilitate retrieval of driver's license information based on social security number.

C.4. 26.3.2.3. Facilitate retrieval of driver's license information based on birth date.

C.4. 26.3.2.4. Facilitate retrieval of driver's license information based on vehicle tag number.

C.4. 26.4. Display Consolidated Ticket Information

Allow users to get a consolidated view of a citizen's ticket information.

C.4. 26.4.1. Display ticket information.

C.4. 26.4.1.1. Display contact information.

C.4. 26.4.1.2. Display vehicle information for each vehicle.

C.4. 26.4.1.3. Display tickets information for each vehicle

C.4. 26.4.1.4. Display payment information for each ticket

C.4. 26.4.1.5. Display adjudication information for each ticket

C.4. 26.4.2. Provide the capability for the citizen to communicate acceptance of tickets or to request adjudication for tickets directly in the browser.

C.4. 26.4.3. Provide the capability for the citizen to reassign responsibility for ticket using the browser if reassignment is appropriate.

C.4. 26.5. Ticket Information

Allow users to view ticket information.

C.4. 26.5.1. Display parking ticket information: sighting location, sighting date and time, badge id, beat number, agency, parking meter number, time marked, infraction description, fine, personal / official use, ticket number, citizen comments, and official comments.

C.4. 26.5.1.1. Facilitate retrieval of parking ticket information based on ticket number.

C.4. 26.5.2. Display moving ticket information: sighting location, sighting date and time, badge id, beat number, agency, images, camera identification, speed of the vehicle, reliability information, infraction description, fine, accident number, personal / authorized, ticket number, citizen comments, and official comments.

C.4. 26.5.2.1. Facilitate retrieval of moving ticket information based on ticket number.

C.4. 26.5.3. Display list of tickets.

C.4. 26.5.3.1. Facilitate retrieval of list of tickets based on vehicle tag number. This retrieves all tickets under the vehicle registration that is associated with the vehicle tag number, even though they might be for other vehicle tag numbers.

C.4. 26.5.3.2. Facilitate retrieval of list of tickets based on Vehicle Identification Number (VIN).

C.4. 26.5.3.3. Facilitate retrieval of list of tickets based on driver's license number of registration owner.

C.4. 26.5.3.4. Facilitate retrieval of list of tickets based on driver's license number of driver.

C.4. 26.6. Financial Transaction Information

Allow users to view financial transaction information.

C.4. 26.6.1. Display the transaction information: transaction description, transaction number, transaction vehicle, availability date and time, user id, agency, site, and transaction purpose.

C.4. 26.6.2. Display the charge information: posting date and time, monetary amount.

C.4. 26.6.3. Display list of financial transactions.

C.4. 26.6.3.1. Retrieve transaction information: transaction identifier.

C.4. 26.6.3.2. Retrieve transaction information: transaction date or a range of dates.

C.4. 26.6.3.3. Retrieve transaction information based on transaction vehicle.

C.4. 26.6.3.4. Retrieve transaction information based on transaction identifier.

C.4. 26.6.3.5. Sort transaction information based on transaction date.

C.4. 26.6.3.6. Sort transaction information based on associated transactions. For example, place a correctional transaction right after the transaction it corrected; place a refund transaction right after the payment transaction.

C.4. 26.7. Fee and Fine Information

Allow users to view charge information.

C.4. 26.7.1. Display fee and fine information: date and time, badge id, agency, reason code, reason description, monetary amount.

C.4. 26.7.2. Display list of fees and fines.

C.4. 26.7.2.1. Retrieve fees and fines based on ticket number.

C.4. 26.7.2.2. Retrieve fees and fines based on reason code.

C.4. 26.8. Image Information

Allow users to view images.

C.4. 26.8.1. Display image information: time and date of acquisition, type of image, citizen comments, and official comments.

C.4. 26.8.2. Display list of images.

C.4. 26.8.2.1. When retrieving information that has associated images, also retrieve those images.

C.4. 26.9. Correspondence Information

Allow users to view correspondence information.

C.4. 26.9.1. Display correspondence information: image of correspondence, correspondence type, senders contact information, mailing date, and date received.

C.4. 26.9.2. Display list of correspondence.

C.4. 26.9.2.1. Retrieve correspondence by type of correspondence.

C.4. 26.9.2.2. Retrieve correspondence by senders name.

C.4. 26.9.2.3. Retrieve correspondence by mailing date.

C.4. 26.9.2.4. When retrieving information that has associated correspondence, also retrieves that correspondence.

C.4. 26.10. Fleet Information

Allow users to view fleet information.

C.4. 26.10.1. Display fleet corporation information:

C.4. 26.10.1.1. Retrieve fleet corporation information based on fleet company name.

C.4. 26.10.1.2. Retrieve fleet corporation information based on fleet company identification.

C.4. 26.10.1.3. Retrieve fleet corporation information based on vehicle registration number.

C.4. 26.10.1.4. Retrieve fleet corporation information based on Vehicle Identification Number (VIN).

C.4. 26.10.1.5. Retrieve fleet corporation information based on ticket number.

C.4. 26.10.2. Display fleet information (list of vehicles):

C.4. 26.10.2.1. Retrieve corporate fleet information based on fleet company name.

C.4. 26.10.2.2. Retrieve corporate fleet information based on fleet company identification.

C.4. 26.11. Booting Information

Allow users to view booting information.

C.4. 26.11.1. Display booting information: sighting information, vehicle registration owner information, boot identification, citizen comments, official comments, and if the vehicle is released (release date and time, badge id of releasing officer, and contact information for the citizen to whom the vehicle is released).

C.4. 26.11.1.1. Retrieve list of booting information based on vehicle tag number. This retrieves all booting information under the vehicle registration that is associated with the vehicle tag number, even though it might be for other vehicle tag numbers.

C.4. 26.11.1.2. Retrieve booting information based on Vehicle Identification Number (VIN).

C.4. 26.11.1.3. Retrieve booting information based on driver's license number of vehicle registration owner.

C.4. 26.11.1.4. Retrieve booting information based on payment receipt number.

C.4. 26.11.1.5. Retrieve booting information based on location.

C.4. 26.11.2. Make information available for boot queue: vehicle information, any sighting information, outstanding balance, any ticket information, and any adjudication information.

C.4. 26.11.2.1. Sort on outstanding balance.

77

C.4. 26.11.2.2. Sort on distance to boot eligible vehicle.

C.4. 26.12. Towing information

Allow users to view towing information.

C.4. 26.12.1. Display towing information: sighting information, vehicle registration owner information, tow type, reason code, location towed from, towing fees, impoundment fees, citizen comments, and official comments.

C.4. 26.13. Collection

Allow users to view collection information.

C.4. 26.13.1. Display the following information: ticket number, vehicle information, sighting information, infraction information, contact information about the driver, contact information about the vehicle registration owner, contact information about the vehicle title owner, citizen comments, and official comments.

C.4. 26.14. Time Restriction Information

Allow users to view time restriction tracking information.

C.4. 26.14.1. Display time restriction tracking information: sighting information, residential parking zone, and time and date vehicle becomes in violation.

C.4. 26.14.1.1. Retrieve list of time restriction tracking information based on vehicle tag number. This retrieves time restriction tracking information under the vehicle registration that is associated with the vehicle tag number, even though it might be for other vehicle tag numbers.

C.4. 26.14.1.2. Retrieve time restriction tracking information based on Vehicle Identification Number (VIN).

C.4. 26.14.1.3. Sort on time until vehicle becomes in violation.

C.4. 26.15. Registration Of Out-Of-State Automobile (ROSA) enforcement Information

Allow users to view registration requirement enforcement information.

C.4. 26.15.1. Display ROSA enforcement information: sighting information, time and date vehicle is eligible for a

warning, time and date vehicle is eligible for a fine, time and date vehicle is eligible for booting, and time and date vehicle is eligible for towing.

C.4. 26.15.1.1. Retrieve of list of ROSA enforcement information based on vehicle tag number. This retrieves ROSA information under the vehicle registration that is associated with the vehicle tag number, even though it might be for other vehicle tag numbers.

C.4. 26.15.1.2. Retrieve ROSA enforcement information based on Vehicle Identification Number (VIN).

C.4. 26.15.1.3. Retrieve vehicle information based on time and date.

C.4. 26.15.1.4. Sort on time until vehicle becomes in violation.

C.4. 26.15.2. Make information available for the ROSA enforcement queue: vehicle information, sighting information, outstanding balance, any ticket information, any adjudication information, and for which action the vehicle is eligible (warning or fine).

C.4. 26.15.2.1. Sort on action for which the vehicle is eligible.

C.4. 26.15.2.2. Sort on distance to vehicle tracked for ROSA enforcement.

C.4. 26.16. Adjudication

Allow users to view adjudication information.

C.4. 26.16.1. Display case folders information: contact information about the plaintiff, organization information (if any), ticket information, financial information, outgoing correspondence, incoming correspondence, images of any material provided by the plaintiff, and parking meter status.

C.4. 26.16.2. Display traffic enforcement officer hearing schedule.

C.4. 26.16.3. Display list of traffic enforcement officers scheduled for hearings during a specified period

C.4. 26.16.4. Display adjudicator hearing schedule.

C.4. 26.16.5. Display all adjudicators scheduled for hearings during a specified period.

C.4. 27. CONSOLIDATED "MASTER" RECORD FOR ONEDONE.

C.4. 27.1. Display all information related to driver and vehicles in system.

SECTION D - PACKAGING AND MARKING

NOT APPLICABLE

SECTION E: - INSPECTION AND ACCEPTANCE

E-1. Inspection of Services:

(a) Definition. "Services" as used in this clause includes services performed, workmanship, and material furnished or utilized in the performance of services.

(b) The Contractor shall provide and maintain an inspection system acceptable to the District covering the services under this contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the District during contract performance and for as long afterwards as the contract requires.

(c) The District has the right to inspect and test all services called for by the contract, to the extent practicable at all times and places during the term of the contract. The District shall perform inspections and tests in a manner that will not unduly delay the work.

(d) If the District performs inspections or tests on the premises of the Contractor or subcontractor, the Contractor shall furnish, without additional charge, all reasonable facilities and assistance for the safety and convenient performance of these duties.

(e) If any of the services do not conform to the contract requirements, the District may require the Contractor to perform these services again in conformity with contract requirements, at no increase in contract amount. When the defects in services cannot be corrected by performance, the District may (1) require the Contractor to take necessary action to ensure that future performance conforms to contract requirements and reduce the contract price to reflect value of services performed.

If the Contractor fails to promptly perform the services again or take the necessary action to ensure future performance in conformity to contract requirements, the District may (1) by contract or otherwise, perform the services and charge the Contractor any cost incurred by the District that is directly related to the performance of such services, or (2) terminate the contract for default.

SECTION F - DELIVERIES OR PERFORMANCE

F.1.   TERM OF CONTRACT

F.1.1. The term of the contract shall be for one year from date awarded through implementation on May 1, 2005, PLUS a stabilization period for the number of months remaining to fulfill a one-year total contract period. For example, if the contract begins on October 1, 2004 and is implemented as required on May 1, 2005, that will cover a 7-month period. Consequently, the stabilization period will involve an additional five (5) months during which the contractor will be responsible for operations and maintenance as well as resolving any error in functionality that was not identified until after the May 1 implementation.

F.1.1.1. The contractor shall provide a standard one-year warranty.

F.2.   OPTION PERIOD

F.2.1. The District may extend the term of this contract by exercising up to four, one-year option periods for maintenance and operational support.

F.2.3. The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

F.2.4. The price for the option period shall be as specified in the contract.

F.3.   RESERVED

F.4.   TYPE OF CONTRACT

F.4.1. This is a firm fixed price contract. The contractor shall provide desktop computers, printers, phones, and related office furniture and supplies to their employees. Office space, however, shall not be included in the firm fixed price. The District will provide office space.

F.4.2.   Evaluation of Option Years

The Offeror shall include option year prices in its price/cost proposal. An offer may be determined to be unacceptable if it fails to include option year pricing. The District will evaluate offers for award purposes by evaluating the total price for all options as well as the base year. Evaluation of options shall not obligate the Government to exercise them. The District's total requirements may change during the option

years. Quantities to be awarded will be determined at the time each option is exercised.

F.5. DELIVERABLES

All deliverables shall be delivered to Libby Clapp, COTR.

For the following deliverables, indicate the month during the contract in which each will be completed. These will be included as part of each month's deliverables that must be completed and approved by the government before payment is made (see G.3.1). Due dates must be provided by the Contractor within 30 calendar days after award.

Deliverable	Qty	Format/Method of Delivery	Due Date
Project Schedule	1	Electronic .mpp	End of 1st month
Risk Management Matrix	1	Electronic .xls	
Change Management Process	1	Electronic	
Project Review Package	1	Electronic .doc	
Detailed Application Requirements	1	Electronic	
Transition Plan	1	Electronic.doc	
Detailed Database Design Schema	1	Electronic	
Database Conversion Plan	1	Electronic	
Quality Assurance Plan	1	Electronic	
Stress Test Plan	1	Electronic	
Integration Test Plan	1	Electronic	
Software Test Plan	1	Electronic	
User Acceptance Test Plan	1	Electronic	
Business Continuity Plan	1	Electronic	
Source Code	1	Electronic	
Software Executable (test)	1	Electronic	
Before and After Business Process and Flow Model	1	Electronic	
Database Conversion Plan	1	Electronic	
Application User Manual	50/1	Paper/Electronic .doc	
Training Schedule	1	Electronic	
User training material including	50/1	Paper/Electronic .doc	

training manual			
System Documentation	1	Electronic.doc	
Operations and Maintenance Guide	12/1	Paper/Electronic .doc	
User Training Plan	1	Electronic	
Software Executable (for production)	1	Electronic	
List of all final documentation that will be delivered as a part of this contract	1	Electronic	

SECTION G – CONTRACT ADMINISTRATION

G.1.   INVOICE PAYMENT

G.1.1.   The District will make payments to the Contractor, upon the submission of proper invoices.

G.1.2.   The District will pay the Contractor on or before the 30th day after receiving a proper invoice from the Contractor.

G.2.   INVOICE SUBMITTAL

G.2.1.   The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in Section G.3 assuming all deliverables due that month have been delivered and accepted. Invoices shall be prepared in duplicate and submitted to the agency Chief Financial Officer (CFO) with concurrent copies to the Contracting Officer's Technical Representative (COTR) specified in G.7 below. The address of the CFO is:

> Virlynn Atkinson
> Financial Manager
> 65 K Street, NE,
> Room 204
> Washington, DC 20002
> 202-535-1623

G.2.2.   To constitute a proper invoice, the Contractor shall submit the following information on the invoice:

G.2.2.1.   Contractor's name, Federal tax ID, DUNS number and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);

G.2.2.2.   Contract number, block number two (2) and encumbrance number, block number twenty-one (21) of the Solicitation Cover Sheet. Assignment of an invoice number by the contractor is also recommended;

G.2.2.3.   Description, price, quantity and the date(s) that the supplies/services were actually delivered and/or performed;

G.2.2.4   **RESERVED.**

G.2.2.5. Other supporting documentation or information, as required by the contracting officer;

G.2.2.6. Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;

G.2.2.7. Name, title, phone number of person preparing the invoice;

G.2.2.8. Name, title, phone number and mailing address of person (if different from the person identified in G.2.2.6 above) to be notified in the event of a defective invoice; and

G.2.2.9. Authorized signature.

G.3.   METHOD OF PAYMENT

Payment will be made in 12 equal monthly installments with 10% withholding. However, payment is dependent on the District approval and acceptance of milestones identified in the project schedule due at the end of 1st month of contract (see section F.5 for Deliverables). The Contractor must identify the milestones on which payment will be made.

G.3.1. Milestones may include activities ranging from hardware implementation and successful testing to delivery of the project plan. Milestones must be measurable (i.e., concrete activities with a defined method for determining when the activity has been successfully completed).

G.3.2. For each invoice, the District shall withhold 10% as surety for successful implementation and operation of the system for at least three months after the implementation date. If, for example, the project begins on October 1, 2004, it must be implemented by May 1, 2005. This is, however, only seven months. To meet the one year project duration, in this example the stabilization period would cover five months of successful operation. The 10% withholding would be paid at the end of the four-month successful operation period. If the project begins on September 1, 2004, there will be eight months of installation, training, data conversion, etc, activity until implemented on May 1, 2005, followed by a four month stabilization period for a total of twelve months.

G.4.   RESERVED

G.5. CONTRACTING OFFICER (CO)

Contracts may be entered into and signed on behalf of the District Government only by contracting officers. The address and telephone number of the Contracting Officer is:

>   Bruce Witty
>
>   Contracting Officer
>   Office of Contracting and Procurement
>   441 4th Street, N.W., Suite 930S
>   Washington, D.C. 20001
>   Telephone: (202) 727-5274
>   Facsimile: (202) 727-1679

G.6. AUTHORIZED CHANGES BY THE CONTRACTING OFFICER

G.6.1. The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract.

G.6.2. The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the Contracting Officer.

G.6.3. In the event the Contractor effects any change at the instruction or request of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.

G.7. CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)

G.7.1. The COTR is responsible for general administration of the contract and advising the Contracting Officer as to the Contractor's compliance or noncompliance with the contract. In addition, the COTR is responsible for the day-to-day monitoring and supervision of the contract, of ensuring that the work conforms to the requirements of this contract and such other responsibilities and authorities as may be specified in the contract. The COTR for this contract is:

>   Libby Clapp
>   Director Application Development
>   Office of Chief Technology Officer

441 4th Street, N.W., Suite 1050N
Washington, DC 20001
Telephone: (202) 727-8442
Email: libby.clapp@dc.gov

G.7.2. It is understood and agreed that the COTR will not have authority to make any changes in the specifications/scope of work or terms and conditions of the contract.

G.7.3. Contractor shall be held fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer, may be denied compensation or other relief for any additional work performed that is not so authorized, and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1. HIRING OF CONTRACTOR'S EMPLOYEES

By accepting this order or contract, the Contractor agrees, that the District, at its discretion, after completion of order or contract period, may hire an individual who is performing services as a result of this order or contract, without restriction, penalties or fees.

H.2. DEPARTMENT OF LABOR WAGE DETERMINATIONS (IF APPLICABLE)

The Contractor shall be bound by the Wage Determination No. 1994-2103, Revision No. 32, dated 05/27/2004, issued by the U.S. Department of Labor in accordance with the Service Contract Act and incorporated herein as Attachment J.1 of this solicitation. The Contractor shall be bound by the wage rates for the term of the Contract. If an option is exercised, the Contractor shall be bound by the applicable wage rate at the time of the option. If the option is exercised and the Contracting Officer for the option obtains a revised wage determination, that determination is applicable for the option periods; the Contractor may be entitled to an equitable adjustment.

H.3 RESERVED

H.4 PUBLICITY

The Contractor shall at all times obtain the prior written approval from the Contracting Officer before it, any of its officers, agents, employees or subcontractor either during or after expiration or termination of the contract make any statement, or issue any material, for publication through any medium of communication, bearing on the work performed or data collected under this contract.

H.5 RESERVED

H.6 RESERVED

H.7 CONTRACTOR RESPONSIBILITIES

H.7.1. The Contractor shall have sole responsibility for the requirements specified in the contract.

H.7.2. Payment will be made only to the Contractor.

H.7.3. The Contractor shall have sole responsibility for all payments due any

subcontractor.

H.7.4. The Contractor is responsible for the professional quality, technical accuracy and timely completion and submission of all deliverables, services or commodities required to be provided under the contract. The Contractor shall, without additional compensation, correct or revise any errors, omissions, or other deficiencies in its deliverables and other services.

H.7.5. The approval of deliverables furnished under this contract shall not in any way relieve the Contractor of responsibility for the technical adequacy of its work. The review, approval, acceptance or payment for any of the services shall not be construed as a waiver of any rights that DC may have arising out of the Contractor's performance of this contract.

H.7.6. RESERVED

H-8.   ADVISORY AND ASSISTANCE SERVICES

H.8.1. The contract is a "non-personal services contract". It is therefore understood and agreed that the contractor and/or the contractor's employees:

H.8.1.1.   Shall perform the services specified herein as independent contractors, not as employees of the District government;

H.8.1.2.   Shall be responsible for their own management and administration of the work required and bear sole responsibility for complying with any and all technical, schedule, financial requirements or constraints attendant to the performance of this contract;

H.8.1.3.   Shall be free from supervision or control by any District government employee with respect to the manner or method of performance of the services specified; but

H.8.1.4.   Shall, pursuant to the District government's right and obligation to inspect, accept or reject work, comply with such general direction of the COTR, or the

H.8.1.5.   Duly authorized representative of the CO as is necessary to ensure accomplishment of the contract objective.

H.9. KEY PERSONNEL

H.9.1 The Project Manager is considered to be essential to the work being performed hereunder. The Contractor shall notify the COTR, as identified in Section G.7, and the Contracting Officer as identified in Section G.5 at least fifteen (15) calendar days prior to removing the Project Manager unless the Contractor deems that removal of the Project Manager is necessary in order to maintain and ensure the integrity and best interest of the project.

H.9.2 The Contractor shall provide written notification of the removal of the Project Manager in advance of the scheduled removals and within 24 hours for unscheduled removals. The written justification shall provide explanations and justification of the removal of the Project Manager as well as the Contractor's plan to temporarily and permanently fill the position.

H.9.3 The Contractor shall not replace the Project Manager without written permission from the Contracting Officer.

H.10. CONFLICT OF INTEREST

H.10.1 No official or employee of the District of Columbia or the Federal Government who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall, prior to the completion of the project, voluntarily acquire any personal interest, direct or indirect, in the contract or proposed contract. (DC Procurement Practices Act of l985, D.C. Law 6-85 and Chapter 18 of the DC Personnel Regulations).

H.10.2. The Contractor represents and covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. The Contractor further covenants not to employ any person having such known interests in the performance of the contract.

SECTION I - CONTRACT CLAUSES

I.1.   RESERVED

I.2. CONTRACTS THAT CROSS FISCAL YEARS

Continuation of this contract beyond the current fiscal year is contingent upon future fiscal appropriations.

I.3. CONFIDENTIALITY OF INFORMATION

All information obtained by the Contractor relating to any employee or customer of the District shall be kept in absolute confidence and shall not be used by the Contractor in connection with any other matters, nor shall any such information be disclosed to any other person, firm, or corporation, in accordance with the District and Federal laws governing the confidentiality of records.

I.4. TIME

Time, if stated in a number of days, will include Saturdays, Sundays, and holidays, unless otherwise stated herein

I.5. RESTRICTION ON DISCLOSURE AND USE OF DATA

Offerors who include in their proposal data that they do not want disclosed to the public or used by the District Government except for use in the procurement process shall

1.5.1. Mark the title page with the following legend:

"This proposal includes data that shall not be disclosed outside the District Government and shall not be duplicated, used or disclosed in whole or in part for any purpose except for use in the procurement process.

I.5.2. If however, a contract is awarded to this Offeror as a result of or in connection with the submission of this data, the District Government shall have the right to duplicate, use, or disclose the data to the extent consistent with the District's needs in the procurement process.

I.5.3. Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

I.6   RIGHTS IN DATA

I.6.1   "Data," as used herein, means recorded information, regardless of form or the media on which it may be recorded. The term includes technical data and computer software. The term does not include information incidental to contract administration, such as financial, administrative, cost or pricing, or management information.

I.6.2   The term "Technical Data", as used herein, means recorded information, regardless of form or characteristic, of a scientific or technical nature. It may, for example, document research, experimental, developmental or engineering work, or be usable or used to define a design or process or to procure, produce, support, maintain, or operate material. The data may be graphic or pictorial delineations in media such as drawings or photographs, text in specifications or related performance or design type documents or computer printouts. Examples of technical data include research and engineering data, engineering drawings and associated lists, specifications, standards, process sheets, manuals, technical reports, catalog item identifications, and related information, and computer software documentation. Technical data does not include computer software or financial, administrative, cost and pricing, and management data or other information incidental to contract administration.

I.6.3   The term "Computer Software", as used herein means computer programs and computer databases. "Computer Programs", as used herein means a series of instructions or statements in a form acceptable to a computer, designed to cause the computer to execute an operation or operations. "Computer Programs" include operating systems, assemblers, compilers, interpreters, data management systems, utility programs, sort merge programs, and automated data processing equipment maintenance diagnostic programs, as well as applications programs such as payroll, inventory control and engineering analysis programs. Computer programs may be either machine-dependent or machine-independent, and may be general purpose in nature or designed to satisfy the requirements of a particular user.

I.6.4   The term "computer databases", as used herein, means a collection of data in a form capable of being processed and operated on by a computer.

94

I.6.5   All data first produced in the performance of this Contract shall be the sole property of the District. The Contractor hereby acknowledges that all data, including, without limitation, computer program codes, produced by Contractor for the District under this Contract, are works made for hire and are the sole property of the District; but, to the extent any such data may not, by operation of law, be works made for hire, Contractor hereby transfers and assigns to the District the ownership of copyright in such works, whether published or unpublished. The Contractor agrees to give the District all assistance reasonably necessary to perfect such rights including, but not limited to, the works and supporting documentation and the execution of any instrument required to register copyrights. The Contractor agrees not to assert any rights in common law or in equity in such data. The Contractor shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.

I.6.6   The District shall have restricted rights in data, including computer software and all accompanying documentation, manuals and instructional materials, listed or described in a license or agreement made a part of this contract, which the parties have agreed will be furnished with restricted rights, provided however, not withstanding any contrary provision in any such license or agreement, such restricted rights shall include, as a minimum the right to:

I.6.6.1   Use the computer software and all accompanying documentation and manuals or instructional materials with the computer for which or with which it was acquired, including use at any District installation to which the computer may be transferred by the District;

I.6.6.2   Use the computer software and all accompanying documentation and manuals or instructional materials with a backup computer if the computer for which or with which it was acquired is inoperative;

I.6.6.3   Copy computer programs for safekeeping (archives) or backup purposes; and

I.6.6.4   Modify the computer software and all accompanying documentation and manuals or instructional materials,

or combine it with other software, subject to the provision that the modified portions shall remain subject to these restrictions.

I.6.7 The restricted rights set forth in section I.6.6 are of no effect unless

(i) the data is marked by the Contractor with the following legend:

RESTRICTED RIGHTS LEGEND

Use, duplication, or disclosure is subject to restrictions stated in Contract No._____
With _____(Contractor's Name)
and

(ii)   If the data is computer software, the related computer software documentation includes a prominent statement of the restrictions applicable to the computer software. The Contractor may not place any legend on the computer software indicating restrictions on the District's rights in such software unless the restrictions are set forth in a license or agreement made a part of the contract prior to the delivery date of the software. Failure of the Contractor to apply a restricted rights legend to such computer software shall relieve the District of liability with respect to such unmarked software.

I.6.8   In addition to the rights granted in Section I.6.9 below, the Contractor hereby grants to the District a nonexclusive, paid-up license throughout the world, of the same scope as restricted rights set forth in Section I.6.9 below, under any copyright owned by the Contractor, in any work of authorship prepared for or acquired by the District under this contract. Unless written approval of the contracting Officer is obtained, the Contractor shall not include in technical data or computer software prepared for or acquired by the District under this contract any works of authorship in which copyright is not owned by the Contractor without acquiring for the District any rights necessary to perfect a copyright license of the scope specified in the first sentence of this paragraph.

I.6.9   Whenever any data, including computer software, are to be obtained from a subcontractor under this contract, the Contractor shall use Section I.6 in

the subcontract, without alteration, and no other clause shall be used to enlarge or diminish the District's or the Contractor's rights in that subcontractor data or computer software which is required for the District.

I.6.10   For all computer software furnished to the District with the rights specified in Section I.6.5, the Contractor shall furnish to the District, a copy of the source code with such rights of the scope specified in Section I.6.5. For all computer software furnished to the District with the restricted rights specified in Section I.6.6, the District, if the Contractor, either directly or through a successor or affiliate shall cease to provide the maintenance or warranty services provided the District under this contract or any paid-up maintenance agreement, or if Contractor should be declared bankrupt or insolvent by the court if competent jurisdiction, shall have the right to obtain, for its own and sole use only, a single copy of the then current version of the source code supplied under this contract, and a single copy of the documentation associated therewith, upon payment to the person in control of the source code the reasonable cost of making each copy.

I.6.11   The Contractor shall indemnify and save and hold harmless the District, its officers, agents and employees acting within the scope of their official duties against any liability, including costs and expenses, (i) for violation of proprietary rights, copyrights, or rights of privacy, arising out of the publication, translation, reproduction, delivery, performance, use or disposition of any data furnished under this contract, or (ii) based upon any data furnished under this contract, or based upon libelous or other unlawful matter contained in such data.

I.6.12   Nothing contained in this clause shall imply a license to the District under any patent, or be construed as affecting the scope of any license or other right otherwise granted to the District under any patent.

I.6.13 Paragraphs I.6.6, I.6.7, I.6.8, I.6.11 and I.6.13 above are not applicable to material furnished to the Contractor by the District and incorporated in the work furnished under contract, provided that such incorporated material is identified by the Contractor at the time of delivery of such work

I.7.   OTHER CONTRACTORS
The Contractor shall not commit or permit any act that will interfere with the performance of work by another District contractor or by any District employee.

I.8.   RESERVED

I.9.   SUBCONTRACTS

The Contractor hereunder shall not subcontract any of the Contractor's work or services to any subcontractor without the prior written consent of the Contracting Officer. Any work or service so subcontracted shall be performed pursuant to a subcontract agreement, which the District shall have the right to review and approve prior to its execution by the Contractor. Any such subcontract shall specify that the Contractor and the subcontractor shall be subject to every provision of this contract. Notwithstanding any such subcontract approved by the District, the Contractor shall remain liable to the District for all Contractor's work and services required hereunder.

I.10.   CONTINUITY OF SERVICES

I.10.1. The Contractor recognizes that the services provided under this contract are vital to the District of Columbia and must be continued without interruption and that, upon contract expiration or termination, a successor, either the District Government or another contractor, at the District's option, may continue to provide these services. To that end, the Contractor agrees to:

I.10.1.1.   Furnish phase-out, phase-in (transition) training in all aspects of systems support and operation including database training, program overview and architecture, and all support processes used to maintain the system;

I.10.1.2.   Ensure all documentation required in the contract is complete and up-to-date and in a usable electronic format as well as a printed copy for archival purposes.

I.10.1.3.   Provide a full description of the files, data records, data elements and any other relevant information needed along with a sample 'download' of the database for migration testing purposes at least three months prior to the end of the contract. A full download of all records will be provided at the end of the contract; and

I.10.1.4.   Exercise best efforts and cooperation to effect an orderly and efficient transition to a successor.

I.10.1.5   Allow the District the opportunity to maintain as many support staff as desired to secure institutional knowledge

and memory by releasing all support staff from any non-compete agreements at the end of the contract.

I.11.   INSURANCE

Contractor shall procure and maintain, at its own cost and expense, during the entire period of performance under this contract, the types of insurance specified below. The Contractor shall submit a certificate of insurance giving evidence of the required coverages prior to commencing work. All insurance shall be procured from insurers authorized to do business in the jurisdiction where operations are to be performed, and shall have a current AM Best rating of "A-" or better and a minimum financial size category of VIII. The Contractor shall require all subcontractors to carry the insurance required herein, or Contractor may, at his option, provide the coverage for any or all subcontractors, and if so, the evidence of insurance submitted shall so stipulate. <u>In no event shall work be performed until the required certificates of insurance have been furnished</u>. The insurance shall provide for 30 days prior written notice to be given to the District in the event coverage is substantially changed, canceled or non-renewed. If the insurance provided is not in compliance with all the requirements herein, The District maintains the right to stop work until proper evidence is provided.

Evidence of insurance shall be submitted to:

> Bruce Witty, Contracting Officer
> Office of Contracting and Procurement
> 441 4th Street, N.W., Suite 930S
> Washington, D.C. 20001
> Telephone: (202) 727-5274
> Facsimile: (202) 727-1679
> Solicitation Number: POTO-2004-R-0028-Solicitation (1)

I.11.1. Commercial General Liability Insurance, $1,000,000 limits per occurrence, District added as an additional insured.

I.11.2. Automobile Liability Insurance, $1,000,000 per occurrence combined single limit.

I.11.3. Worker's Compensation Insurance according to the statutes of the District of Columbia, including Employer's Liability, $100,000 per accident for injury, $100,000 per employee for disease, $500,000 policy limit disease.

I.11.4. Errors and Omissions Liability Insurance, $1,000,000 limits per Claim

I.12.   BACKGROUND INVESTIGATIONS

Upon notification of potential award, the Contractor is responsible for obtaining a security background investigation on all personnel selected for Information Technology (IT) systems positions in the Office of Chief Technology Officer under the personnel authority of the Mayor in accordance with the attached DPM Instruction No. 4-4, dated June 10, 2004. (See Attachment)

SECTION J - LIST OF ATTACHMENTS

The following documents are incorporated in the solicitation and resulting contract by this reference.

Attachment	Title	Number of Pages
J.1	**U.S. Department of Labor Wage Rate Determinations 1994-2103 Rev (32) May 27, 2004 (Most Recent) available at http://www.wdol.gov**	**Nine (9) pages**
J.2	**Previous Experience Form**	**Two (2) pages**
J.3	**Tax Certification Affidavit**	**1 page**
J.4	**Exhibits** **1** **2** **3** **4** **5** **6** **7**	**21 pages** **4 pages** **36 pages** **12 pages** **1 page** **6 pages** **1 page**
J.5	**DPM Instruction No. 4-4**	**8 pages**

SECTION K – REPRESENTATIONS, CERTIFICATIONS

K.1 AUTHORIZED NEGOTIATORS

The Offeror represents that the following persons are authorized to negotiate on its behalf with the District in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators).

_____
_____
_____

K.2 TYPE OF BUSINESS ORGANIZATION

K.2.1 The Offeror, by checking the applicable box, represents that
(a) It operates as:

__ a corporation incorporated under the laws of the State of

_____

__ an individual,
__ a partnership,
__ a nonprofit organization, or
__ a joint venture; or

(b) If the Offeror is a foreign entity, it operates as:

__ an individual,
__ a joint venture, or
__ a corporation registered for business in _____
(Country)

K.3 RESERVED

K.4 RESERVED

K.5 WALSH-HEALEY ACT

K.5.1 If this contract is for the manufacture or furnishing of materials, supplies, articles or equipment in an amount that exceeds or may exceed $10,000, and is subject to the Walsh-Healey Public Contracts Act, as amended (41 U.S.C. 35-45), the following terms and conditions apply:

(a) All representations and stipulations required by the Act and regulations issued by the Secretary of Labor (41 CFR Chapter 50) are incorporated by reference. These representations and stipulations are subject to all applicable rulings and interpretations of the Secretary of Labor that are now, or may hereafter, be in effect.

(b) All employees whose work relates to this contract shall be paid not less than the minimum wage prescribed by regulations issued by the Secretary of Labor (41 CFR 50-202.2). Learners, student learners, apprentices, and handicapped workers may be employed at less than the prescribed minimum wage (see 41 CFR 50-202.3) to the same extent that such employment is permitted under Section 14 of the Fair Labor Standards Act (29 U.S.C. 214).
If your offer is $10,000, or more, the following information **MUST** be furnished:

(c) Regular Dealer

_____ The Offeror is a Regular Dealer.

_____ The Offeror is not a Regular Dealer.

(d) Manufacturer

_____ The Offeror is a Manufacturer.

_____ The Offeror is not a Manufacturer.

K.6   RESERVED

K.7   OFFICERS NOT TO BENEFIT CERTIFICATION

Each Offeror shall check one of the following:

_____   No person listed in Clause 17 of the Standard Contract Provisions will benefit from this contract.

_____   The following person(s) listed in Clause 17 may benefit from this contract. For each person listed, attach the affidavit required by Clause17 of the Standard Contract Provisions.

_____

_____

K.8   CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

(a) Each signature of the Offeror is considered to be a certification by the signatory in accordance with D.C. Official Code 2-303.16 that:

1) The prices in this Contract have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any Offeror or competitor relating to:

(i)   those prices
(ii) the intention to submit a Contract, or
(iii) the methods or factors used to calculate the prices in the Contract;

2) The prices in this Contract have not been and will not be knowingly disclosed by the Offeror, directly or indirectly, to any other Offeror or competitor before Contract opening unless otherwise required by law; and

3) No attempt has been made or will be made by the Offeror to induce any other concern to submit or not to submit a Contract for the purpose of restricting competition.

(b) Each signature on the offer is considered to be a certification by the signatory that the signatory;

1) Is the person in the Offeror's organization responsible for determining the prices being offered in this Contract, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or

2) (i)   Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above:

_____

(Insert full name of person(s) in the organization responsible for determining the prices offered in this Contract and the title of his or her position in the Offeror's organization);

(ii) As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) above have not participated,

and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and

(iii)   As an agent, has not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above.

(c)   If the Offeror deletes or modifies subparagraph (a)(2) above, the Offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

K.9   TAX CERTIFICATION
Each Offeror must submit with its offer, a sworn Tax Certification Affidavit, incorporated herein as Attachment J.3.

SECTION L - INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS

L.1. CONTRACT TYPE

The contract will be a firm fixed price contract.

L.2 CONTRACT AWARD

The District intends to award a single contract resulting from this solicitation.

The District reserves the right to accept/reject any/all proposals/offers resulting from this solicitation. The Contracting Officer may reject all proposal/offer or waive any minor informality or irregularity in proposal/offer received whenever it is determined that such action is in the best interest of the District. The District may award a contract on the basis of initial proposal/offer received, without discussions. Therefore, each initial proposal/offer shall contain the Offeror's best terms from a technical and cost/price standpoint.

L.3. PREPARATION AND SUBMISSION OF PROPOSALS/OFFERORS

L.3.1. Offerors shall submit a signed original and six (6) copies. Proposals/Offers shall be typewritten in 12-point font size on 8.5" by 11" bond paper. The District will not accept telephonic (facsimile) and telegraphic proposals/offers as the original proposal/offer. All items accepted by the District including all attachments and all documents contained in the Offeror's proposal/offer along with Sections A – K of the Request for Proposal including any incorporated amendments and attachments shall constitute the formal contract. Each proposal/offer shall be submitted in a sealed envelope conspicuously marked:

L.3.2. Response to Solicitation No. POHA-2004-R-0028 (Sol (1) Tickets

    L.3.2.1. The original proposal/offer shall govern if there is a variance between the original proposal/offer and any copy submitted by the Offeror.

    L.3.2.2. To respond to this Sol, the Offeror shall provide two separate prices:

L.3.2.2.1. Fixed price to provide the functionality described in this Sol and implement it by May 1, 2005, plus additional support for stabilization and transition to maintenance, to total 12 months duration. The 10% withheld from invoices shall be payable at the successful completion of the stabilization period (which must be a minimum of three months).

L.3.2.2.2. Fixed price to provide one year of maintenance support with a reasonable number of enhancements due to legislative, operational, and lower priority requirements (not addressed in the initial implementation).   The District has the option to renew the contract for up to four, one-year option periods.

L.4.   PRE-SOLICITATION CONFERENCE

L.4.1. A Pre-Solicitation Conference will be held at **10:00 a.m**. on **August 12, 2004** at the Office of Contracting and Procurement, 441 4th Street NW, Room 700 South, Washington, DC 20001.   All prospective Offerors are **ENCOURAGED** to attend.

L.4.2.   Prospective Offerors are requested to submit written questions in advance of the Pre-Proposal Conference. Questions shall be submitted to the Contact Person as identified on page 1, block 10a, by close of business the day before the Pre-Proposal Conference. Offeror's questions may be hand delivered, mailed, sent electronically, or by fax to the Contact Person as identified on page 1, block 10a. Offeror's submissions shall include the following:

> a. Offeror's name and contact person name
> b. Contact information including phone, fax, e-mail, and address
> c. Clear and concise statement of question referencing the relevant section of the solicitation as applicable

L.4.3. Questions will be accepted at the Pre-Proposal Conference. 3 x 5 cards will be available for questions.

L.4.4. Responses to Offeror's questions, written or verbal, provided during the conference will not be binding. Written responses to questions will be provided to all prospective Offerors receiving a copy of the solicitation. The

terms of the solicitation remain unchanged unless an amendment to the solicitation is issued.

L.5. QUESTIONS ABOUT THE SOLICITATION

If a prospective Offeror has any questions relative to this solicitation, the prospective Offeror shall submit the questions in writing to the Contact Person identified on page one (1). The prospective Offeror shall submit questions no later than 10 calendar days prior to the closing date and time indicated for this solicitation. The District will not consider any questions received less than 10 calendar days before the date set for submission of offer. The District will furnish responses promptly to all other prospective Offerors. An amendment to the solicitation will be issued, if that information is necessary in submitting proposal/offer, or if the lack of it would be prejudicial to any other prospective Offerors. Oral explanations or instructions given before the award of the contract will not be binding.

L.6. FAMILIARIZATION WITH CONDITIONS

Offerors shall thoroughly familiarize themselves with the terms and conditions of this solicitation, acquainting themselves with all available information regarding difficulties which may be encountered and the conditions under which the work is to be accomplished. Offerors will not be relieved from assuming all responsibility for properly estimating the difficulties and the cost of performing the services required herein due to their failure to investigate the conditions or to become acquainted with all information, schedules and liability concerning the services to be performed.

L.7. UNNECESSARILY ELABORATE PROPOSALS

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective response to this solicitation are **not** desired and may be construed as an indication of the Offeror's lack of cost consciousness. Elaborate artwork, expensive paper and bindings, and expensive visual and other presentation aids are neither necessary nor desired.

L.8. RETENTION OF PROPOSALS/OFFERS

All proposal/offer documents will be the property of the District and retained by The District, and therefore will not be returned to the Offerors.

L.9. PROPOSAL/OFFER COSTS

THE DISTRICT IS NOT LIABLE FOR ANY COSTS INCURRED BY THE OFFERORS' IN THE PREPARATION OR SUBMISSION OF PROPOSALS/OFFERS IN RESPONSE TO THIS SOLICITATION.

L.10. SIGNING OF PROPOSALS/OFFERS

L.10.1. The Offeror shall sign the proposal/offer and print or type its name on the **Request for Task Order Proposals / Offers,** page one (1), of this solicitation. Each proposal/offer must show a full business address and telephone number of the Offeror and be signed by the person or persons legally authorized to sign contracts. Erasures or other changes must be initialed by the person signing the proposal/offer. Proposals/Offers signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the Contracting Officer.

L.10.2. All correspondence concerning the proposal/offer or resulting contract will be mailed to the address shown on the proposal/offer in the absence of written instructions from the Offeror to the contrary. Any proposal/offer l submitted by a partnership must be signed with the partnership name by a general partner with authority to bind the partnership. Any proposal/offer submitted by a corporation must be signed with the name of the corporation followed by the signature and title of the person having authority to sign for the corporation. Offerors shall complete and sign all Representations, Certifications and Acknowledgments as appropriate. Failure to do so may result in rejection of the proposal/offer.

L.11. ACKNOWLEDGMENT OF AMENDMENTS

The Offeror shall acknowledge receipt of any amendment to this solicitation by (a) signing and returning the amendment; (b) by identifying the amendment number and date in the space provided for this purpose on page one (1) of the solicitation; or (c) by letter or telegram, including mailgrams. The District must receive the acknowledgment by the date and time specified for receipt of offers. Offerors' failure to acknowledge an amendment may result in rejection of the proposal/offer

L.12. ACCEPTANCE PERIOD

The Offeror agrees that its proposal/offer remains valid for a period of 180 days from the solicitation's closing date.

L.13. COMPLETE PROPOSALS/OFFERS

Proposals/offers shall represent the best efforts of the Offerors and will be evaluated as such. Proposals/offers must set forth full, accurate, and complete information as required by this solicitation.

L.14. PROPOSAL/OFFER SUBMISSION DATE AND TIME

Proposals/Offers must be submitted no later than **3:00 p.m. local time on August 31, 2004.**

L.15. HAND DELIVERY OR MAILING OF PROPOSALS/OFFERS

Deliver or mail proposal/offer, originals and six (6) copies, to:

> **Office of Contracting and Procurement**
> **Bid Room**
> **441 4th Street, NW**
> **Suite 703 South**
> **Washington, D. C. 20001**
> **MARKED FOR: POTO-2004-R-0028 (SOL) (1)**
>
> > **Ticket Processing System**

L.16. LATE SUBMISSIONS, LATE MODIFICATIONS, AND LATE WITHDRAWALS

> **L.16.1.** Proposals/offers, modifications to proposals/offers, or requests for withdrawals that are received in the designated District office after the exact local time specified above, are "late" and shall be considered only if they are received before the award is made and one (1) or more of the following circumstances apply:
>
> > a. The proposal/offer or modification was sent by registered or certified mail no later than the fifth (5th) calendar day before the date specified for receipt of proposal/offer; or
> > b. The proposal/offer or modification was sent by mail and it is determined by the Contracting Officer that the late receipt at the location specified in the solicitation was caused by mishandling by the District after receipt; or
> > c. The proposal/offer is the only proposal/offer received.

L.16.2. The only acceptable evidence to establish the date of a late proposal/offer, late modification or late withdrawal sent either by registered or certified mail shall be a U.S. or Canadian Postal Service postmark on the wrapper or on the original receipt from the U.S. or Canadian Postal Service. If neither postmark shows a legible date, the proposal/offer, modification or request for withdrawal shall be deemed to have been mailed late. When the postmark shows the date but not the hour, the time is presumed to be the last minute of the date shown. If no date is shown on the postmark, the proposal/offer shall be considered late unless the Offeror can furnish evidence from the postal authorities of timely mailing.

L.16.3. A late proposal/offer, late request for modification or late request for withdrawal shall not be considered, except as provided in this section.

L.16.4. A late modification of a successful proposal/offer, which makes its terms more favorable to the District, shall be considered at any time it is received and may be accepted.

L.16.5. A late proposal/offer I, late modification or late withdrawal of a proposal/offer that is not considered shall be held unopened, unless opened for identification, until after award and then retained with unsuccessful proposal/offer resulting from this solicitation.

L.17. WITHDRAWAL OR MODIFICATION OF PROPOSALS/OFFERS

An Offeror may modify or withdraw its proposal/offer upon written, telegraphic notice, or facsimile transmission if received at the location designated in the solicitation for submission of proposal/offer, but not later than the exact time set for receipt of offers.

L.18. ERRORS IN PROPOSALS/OFFERS

Offerors are expected to read and understand fully all information and requirements contained in the solicitation; failure to do so will be at the Offeror's risk. In event of a discrepancy between the unit price and the total price, the unit price shall govern.

L.19. FAILURE TO SUBMIT PROPOSALS/OFFERS

Recipients of this solicitation not responding with a proposal/offer I should not return this solicitation. Instead, they should advise the Office of

Contracting and Procurement, Bruce Witty, Contracting Officer, Office of Chief Technology Officer, 441 4th Street, N.W. Suite 930S, Washington D.C. 20001, (202) 727-5274, Bruce.witty@dc.gov by letter or postcard whether they want to receive future solicitations for similar requirements.

L.20. BEST AND FINAL OFFERS

If, subsequent to receiving original proposals/offers, negotiations are conducted, all Offerors within the competitive range will be so notified and will be provided an opportunity to submit written best and final offers at the designated date and time. Best and Final Offers will be subject to Late Submissions, Late Modifications and Late Withdrawals of Proposals provision of the solicitation. After receipt of best and final offers, no discussions will be reopened unless the Contracting Officer determines that it is clearly in the Government's best interest to do so, e.g., it is clear that information available at that time is inadequate to reasonable justify Contractor selection and award based on the best and final offers received. If discussions are reopened, the Contracting Officer shall issue an additional request for best and final offers to all Offerors still within the competitive range.

L.21. RESERVED

L.22. LEGAL STATUS OF OFFEROR

Each offer must provide the following information:

L.22.1. Name, Address, Telephone Number, Federal tax identification number and DUNS Number of the Offeror;

L.22.2. District of Columbia license, registration or certification, if required by law to obtain such license, registration or certification. If the Offeror is a corporation or partnership and does not provide a copy of its license, registration or certification to transact business in the District of Columbia, the offer shall certify its intent to obtain the necessary license, registration or certification prior to contract award or its exemption from such requirements; and

L.22.3. If the Offeror is a partnership or joint venture, names of general partners or joint ventures, and copies of any joint venture or teaming agreements.

L.22.4. The District reserves the right to request additional information regarding the Offeror's organizational status.

L.23. **STANDARDS OF RESPONSIBILITY**

The prospective Contractor must demonstrate to the satisfaction of the District the capability in all respects to perform fully the contract requirements, therefore, the prospective Contractor must submit the documentation listed below, within five (5) days of the request by the District.

L.23.1. Furnish evidence of adequate financial resources, credit or the ability to obtain such resources as required during the performance of the contract.

L.23.2. Furnish evidence of the ability to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and governmental business commitments.

L.23.3. Furnish evidence of the necessary organization, experience, accounting and operational control, technical skills or the ability to obtain them.

L.23.4. Furnish evidence of compliance with the applicable District licensing and tax laws and regulations.

L.23.5. Furnish evidence of a satisfactory performance record, record of integrity and business ethics.

L.23.6. Furnish evidence of the necessary production, construction and technical equipment and facilities or the ability to obtain them.

L.23.7. If the prospective Contractor fails to supply the information requested, the Contracting Officer shall make the determination of responsibility or non-responsibility based upon available information. If the available information is insufficient to make a determination of responsibility, the Contracting Officer shall determine the prospective Contractor to be non-responsible.

L.24. **PROPOSAL / OFFER ORGANIZATION AND CONTENT**

The Offeror's proposal(s)/offer(s) shall be organized and presented in two (2) separate parts, Part 1 – Technical Proposal and Part 2 – Price Proposal.

Offerors are directed to Sections M.1, Evaluation for Award; M.2, Evaluation of Proposals/Offers; and M.3, Evaluation Criteria and the interdependent relationship that exists between the Evaluation

Factors described in Section M.3.2, the requirements described in Section C.4 of the solicitation and the instructions to Offerors that follow in Section L.24. The information requested below shall facilitate the evaluation and selection of proposal/offer representing the best value for the District in accordance with Sections M.1, M.2, and M.3 of the solicitation.

Each part of the Offeror's proposal shall provide a Table of Contents to identify the location of the Offeror's response to the required information for each Evaluation Factor as well as any exhibits or other supporting documentation included by the Offeror. Information contained in Part 1, Technical Proposal, of the Offeror's proposal/offer, shall **NOT** provide information or reference any information contained in Part 2, Price Proposal.

The Offeror shall provide a comprehensive, though not unnecessarily elaborate, proposal that presents the required information described in Section L.24 in a clear, concise, and factual manner. Proposals/offers that simply repeat the text of the requirements described in the solicitation without providing the information requested in Section L.24 to substantiate the Offeror's knowledge and abilities to perform the requirements described in Section C, will be unacceptable.

The Offeror shall respond comprehensively to each evaluation factor by submitting the information as described below in Section L.24. The information provided will allow the District to assess the Offeror's knowledge, capabilities, and capacity to perform the requirements of the contract as described in Section C; the assessment will then result in an evaluation of the Offeror's response in accordance with the Evaluation Criteria as described in Section M.3.2 of the solicitation.

In order to facilitate the review, assessment, and evaluation of the Offeror's proposal/offer, responses shall be organized and presented in the order presented below.

The Offeror shall provide the following information:

L.24.1   TECHNICAL PROPOSAL/OFFER

114

The Offeror's Technical Proposal shall contain a Table of Contents and be organized and submitted in the following separately marked sections:

L.24.1.1.   Technical Proposal/Offer

The District of Columbia will select the successful offeror through a formal evaluation process. Consideration will be given to products and advantages that are clearly described in suppliers' proposal/offer, verified by information from reference sources, and may be confirmed through presentations and demonstrations.

Each offeror shall provide the following:

1. Technical Overview (maximum pages are listed after each section – please do not exceed this limit)
    a. Title Page (1 page)
    b. Letter of Introduction (1 page)
    c. Table of Contents (1 page)
    d. Proposal Detailed Contents
        i.   Organization Information (2 pages).
        ii.   Project Approach (6 pages).
        iii. Description of Software Application (4 pages).
        iv.   Experience – Completed Projects (2 pages).
        v.   Experience – Active Projects (2 pages).
        vi.   Project Team resumes (incl Proj Mgr, Tech Mgr, and DBA – who are firmly committed to the contract)
        vii. Project Approach that addresses initial schedule and key factors offeror believes demonstrates ability to complete the project within the required timeframe (4 pages)
        viii. At least one location at which offeror has had a similar system operational for at least a year in a comparable volume operation including two key customers for reference purposes (1 page)
        ix.   System architecture description that demonstrates; (3 pages)
              a. Quality of Web platform (i.e., current technology level) and functionality.
              b. Quality of hardware and software platform, technology level, and currency.
              c. Degree of integration at other locations where implemented similar systems
        x.   Subcontractors (2 pages).

      xi. Performance measurements that apply to current contracts and recommended measurements that offeror feels would best measure the quality and quantity of their performance on this contract. Please note that at least 6 performance measurements are required, 2 of which must relate to customer service. (1 page)

    e. Executive Summary (2 Pages).

2. Technical Response Requirements
   a. Response to Requirements (Exhibit 7)
   b. Recommended hardware configuration
   c. Estimated cost of hardware if vendor provides (optional)

L.24.2. PRICE PROPOSAL/OFFER

This section shall be submitted under a separate cover titled **"Price Proposal/Offer".** It shall include the total price for the entire project, and shall be broken down by the task; activities or class as set forth in the statement of work. Pricing shall be a firm fixed price and shall identify all costs. Unless otherwise directed in writing, the price proposal shall, at a minimum include:

a. Identify and submit price for each item/service by CLIN that will be provided under this contract.

b. Provide a firm fixed price for operation of the program at the Contractor's facility and a separate firm fixed price for operation of the program at the District's facility.

c. Identify the total price, and include a summary of all items proposed.

d. Complete Price Schedule, **Section B.**

L.24.3. UTILIZATION OF LOCAL, SMALL, AND DISADVANTAGED BUSINESS CONCERNS

The contractor is encouraged to utilize firms that are certified by the District's Office of Local Business Development as local, small, disadvantaged, resident-owned or located in an enterprise zone (LSDBE) in the awarding of subcontracts to the fullest extent consistent with efficient contract performance.

Prime subcontractors shall establish procedures to ensure the timely payment of amounts due pursuant to the terms of their subcontracts with LSDBE firms.

SECTION M - EVALUATION FACTORS

M.1.   **EVALUATION FOR AWARD**

M.1.1.   The contract will be awarded to the responsible Offeror whose offer is most advantageous to the District and represents the best value. Award determination will be based upon the evaluation criteria specified below. Thus, while the points in the evaluation criteria indicate their relative importance, the total scores will not necessarily be determinative of the award. Rather, the total scores will guide the District in making an intelligent award decision based upon the evaluation criteria.

M.1.2.   **EVALUATION OF OPTION YEARS**

        The Offeror shall include option year prices in its price/cost proposal. An offer may be determined to be unacceptable if it fails to include option year pricing. The District will evaluate offers for award purposes by evaluating the total price for all options as well as the base year. Evaluation of options shall not obligate the Government to exercise them. The District's total requirements may change during the option years. Quantities to be awarded will be determined at the time each option is exercised.

M.2.   **PROPOSAL/OFFER EVALUATION**

M.2.1.   The technical evaluation criteria set forth below have been developed by agency technical personnel and have been tailored to the requirements of this particular solicitation.

        Evaluation Team

        Offerors may be requested to provide a one-day demo prior to selection.

        The Offeror is informed that these criteria will serve as the standard against which all proposals will be evaluated and serve to establish the evaluation criteria including the evaluation factors and significant subfactors which the Contractor should specifically address in complying with the requirements of Sections C and L. An evaluation team of professionals will conduct the proposal evaluation.

M.2.2.   The Offeror's technical proposal and price proposal shall be evaluated separately. Offerors are advised that the Government will evaluate the technical and price proposals based on the criteria outlined below.

M.3.   **EVALUATION CRITERIA**

M.3.1.   **RESERVED**

M.3.2.   **EVALUATION FACTORS**

Each of the following evaluation factors will be used by the District in evaluating the services proposed by the Offerors under this solicitation. The Offeror should respond to each factor and significant sub factors in a way that will allow the District to evaluate the Offeror's response. The scoring for each evaluation factor will be based on the District's determination of the degree to which the Offerors satisfies the requirements within the evaluation factor and significant sub factors. Deficiencies, weaknesses identified in the proposal as well as the District's risk will also be considered.

A description of each evaluation factor and significant sub factors, point value and relative importance follows.

M.3.2.1.   **TECHNICAL EVALUATION FACTORS**

M.3.2.1.   **Evaluation Categories (presented in priority order)**

    a. Technology and Project Approach (in priority order below)
        i. Response to Requirements (Exhibit 6 and 7)
    b. Items under L.24.1.1 re Technology
        i. Project Approach (6 pages).
        ii. Description of Software Application (4 pages).
        iii. At least one location at which offeror has had a similar system operational for at least a year in a comparable volume operation including two key customers for reference purposes (1 page)
        iv. System architecture description that demonstrates; (3 pages)
            a. Quality of Web platform (i.e., current technology level) and functionality.
            b. Quality of hardware and software platform, technology level, and currency.

      v. Degree of integration at other locations where implemented similar systems
     vi.   Experience – Active Projects (2 pages).
    vii. Subcontractors (2 pages).

c. Items under L.24.1.1 re Schedule
      i. Project Approach that addresses initial schedule and key factors offeror believes demonstrates ability to complete the project within the required timeframe (4 pages)

d. Items under L.24.1.1 re Past Performance and Experience
      i. Experience – Completed Projects (2 pages).
     ii. Project Team resumes (incl Proj Mgr, Tech Mgr, and DBA – who are firmly committed to the contract)
    iii. Performance measurements that apply to current contracts and recommended measurements that offeror feels would best measure the quality and quantity of their performance on this contract. Please note that at least 6 performance measurements are required, 2 of which must relate to customer service. (1 page)

e. Price

M.3.3   **PRICE EVALUATION**

Section B of this contract shall set forth the fixed price for CLIN 0001 and CLIN 002, etc.

M.4.   **EVALUATION OF ALTERNATE OFFERS**

Alternate offers will be evaluated in accordance with the criteria contained herein.